Taking Payments In CYMS

The following processes will be covered in this tutorial:

1. Payments:
   - Exact Payment
   - Over-Payment
   - Under-Payment

2. Split Payments

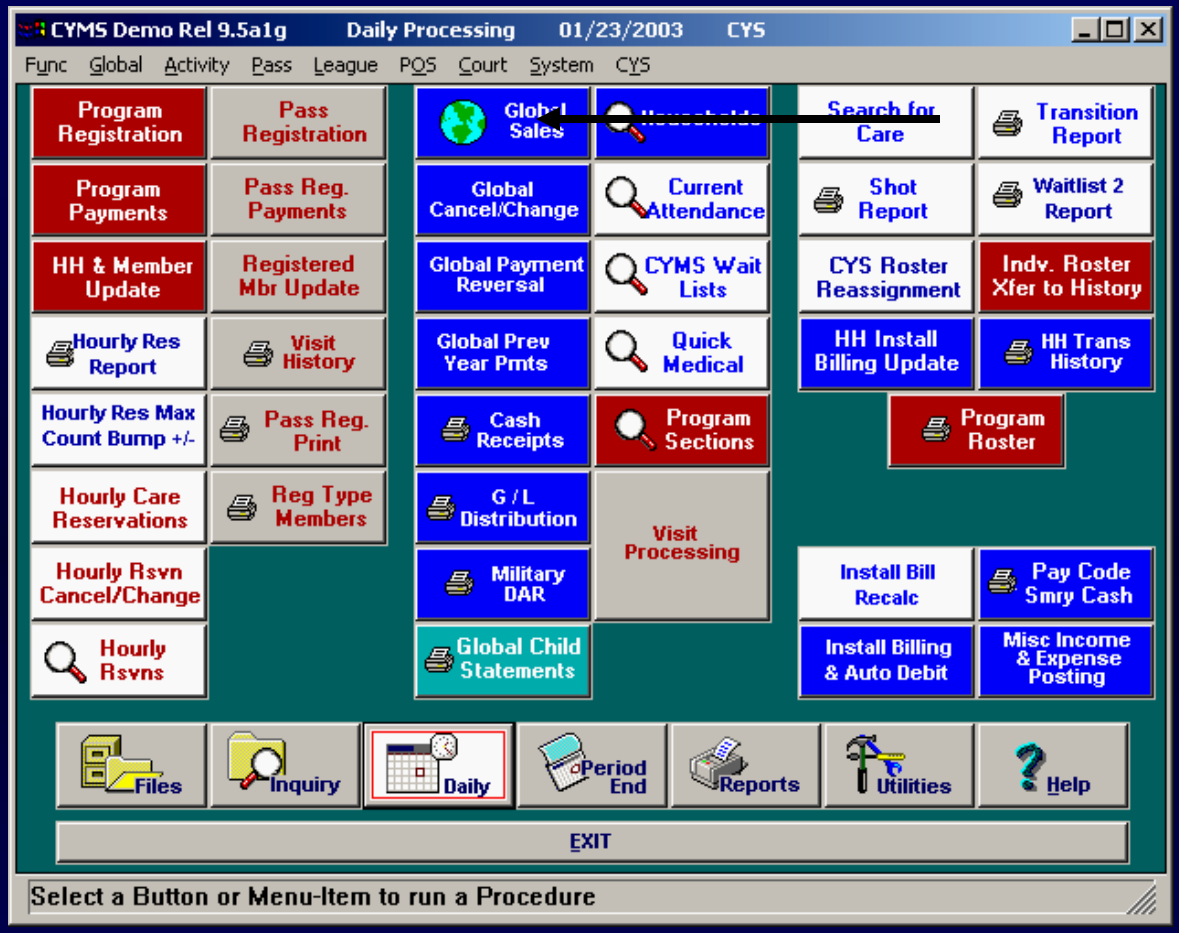
3. Payment Reversals

Before we begin, it is necessary to understand a little about Household Balances and Modules in CYMS.

Household Balances and Modules

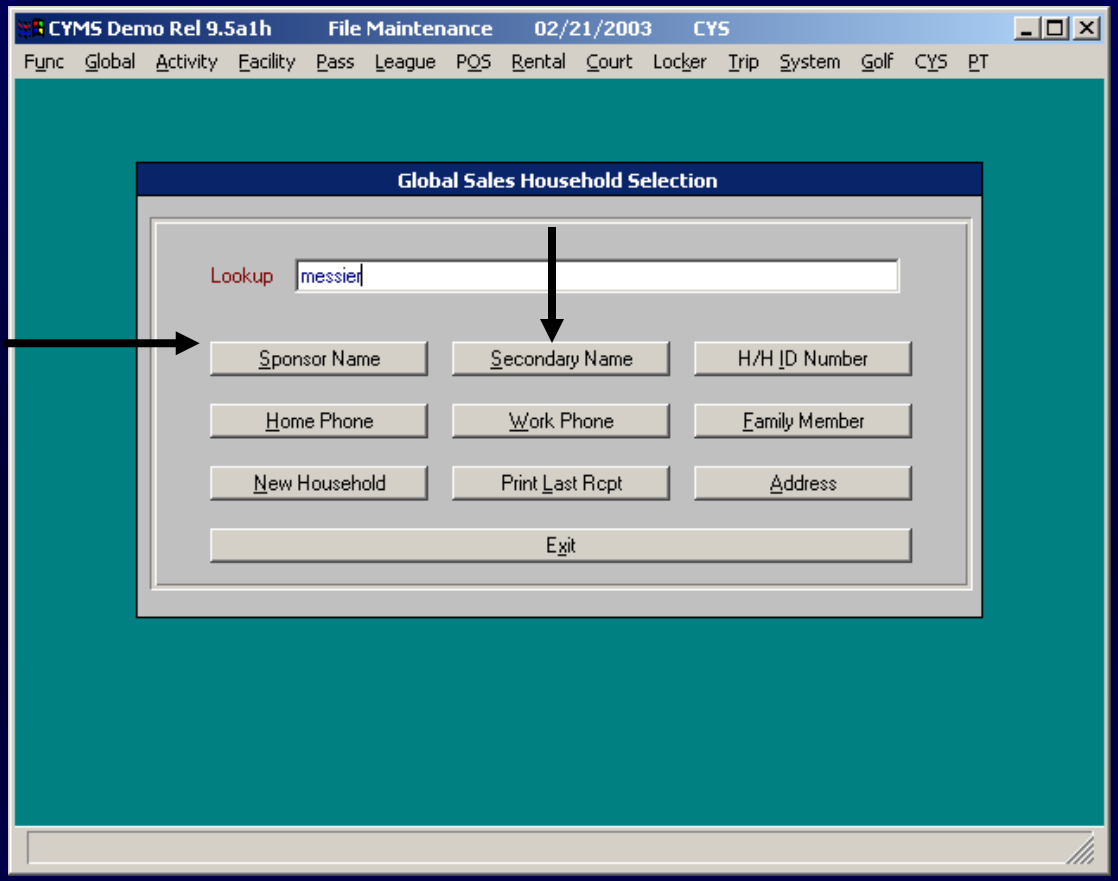
For Example :

Click the Global Sales button



On any household lookup screen, if you search by sponsor or spouse, the household balance and previous balance display at the bottom.

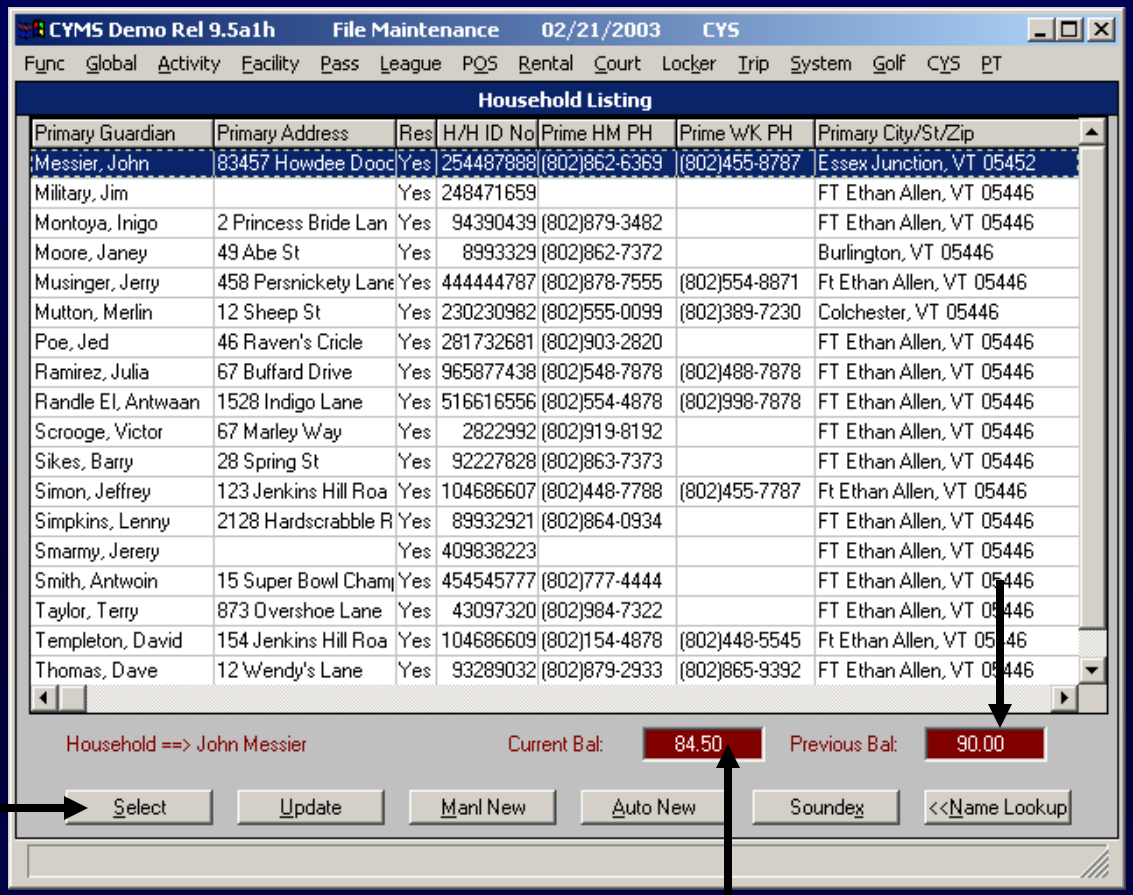
Household Balances and Modules



Note: If you search by Family Member, you will not see household balances

Look up the household by Sponsor Name, Secondary Name (Spouse), phone number or HH ID Number

Household Balances and Modules

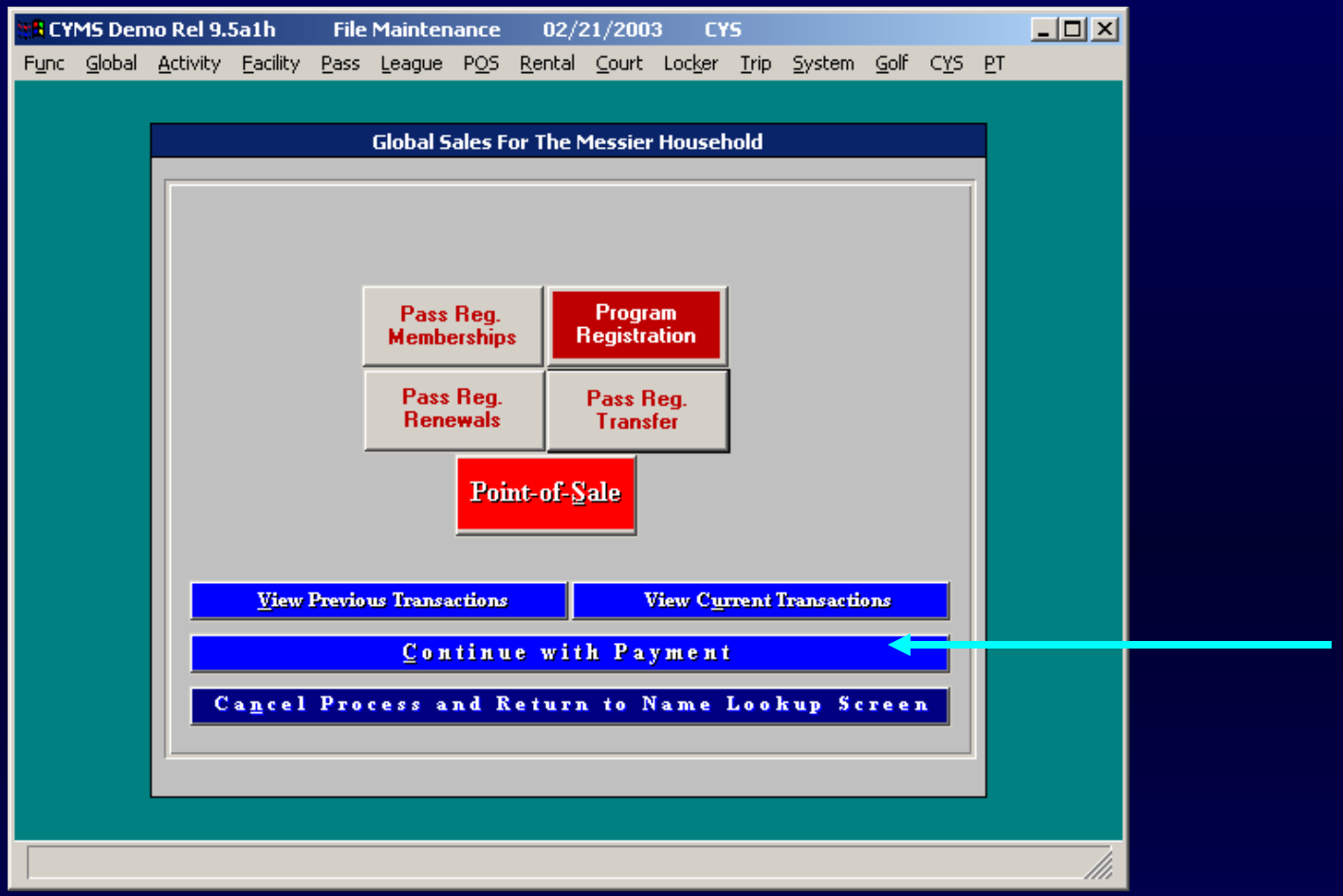

CYMS Demo Rel 9.5a1h File Maintenance 02/21/2003 CYS
Func Global Activity Facility Pass League POS Rental Court Locker Trip System Golf CYS PT
Household Listing
Primary Guardian | Primary Address | Res | H/H ID No | Prime HM PH | Prime WK PH | Primary City/St/Zip
Messier, John | 83457 Howdee Dooc | Yes | 254487888 | (802)862-6369 | (802)455-8787 | Essex Junction, VT 05452
Military, Jim | | Yes | 248471659 | | | FT Ethan Allen, VT 05446
Montoya, Inigo | 2 Princess Bride Lan | Yes | 94390439 | (802)879-3482 | | FT Ethan Allen, VT 05446
Moore, Janey | 49 Abe St | Yes | 8993329 | (802)862-7372 | | Burlington, VT 05446
Musinger, Jerry | 458 Persnickety Lane | Yes | 444444787 | (802)878-7555 | (802)554-8871 | Ft Ethan Allen, VT 05446
Mutton, Merlin | 12 Sheep St | Yes | 230230982 | (802)555-0099 | (802)389-7230 | Colchester, VT 05446
Poe, Jed | 46 Raven's Cricle | Yes | 281732681 | (802)903-2820 | | FT Ethan Allen, VT 05446
Ramirez, Julia | 67 Buffard Drive | Yes | 965877438 | (802)548-7878 | (802)488-7878 | FT Ethan Allen, VT 05446
Randle El, Antwaan | 1528 Indigo Lane | Yes | 516616556 | (802)554-4878 | (802)998-7878 | FT Ethan Allen, VT 05446
Scrooge, Victor | 67 Marley Way | Yes | 2822992 | (802)919-8192 | | FT Ethan Allen, VT 05446
Sikes, Barry | 28 Spring St | Yes | 92227828 | (802)863-7373 | | FT Ethan Allen, VT 05446
Simon, Jeffrey | 123 Jenkins Hill Roa | Yes | 104686607 | (802)448-7788 | (802)455-7787 | Ft Ethan Allen, VT 05446
Simpkins, Lenny | 2128 Hardscrabble R | Yes | 89932921 | (802)864-0934 | | FT Ethan Allen, VT 05446
Smarmy, Jerery | | Yes | 409838223 | | | FT Ethan Allen, VT 05446
Smith, Antwoin | 15 Super Bowl Cham | Yes | 454545777 | (802)777-4444 | | FT Ethan Allen, VT 05446
Taylor, Terry | 873 Overshoe Lane | Yes | 43097320 | (802)984-7322 | | FT Ethan Allen, VT 05446
Templeton, David | 154 Jenkins Hill Roa | Yes | 104686609 | (802)154-4878 | (802)448-5545 | Ft Ethan Allen, VT 05446
Thomas, Dave | 12 Wendy's Lane | Yes | 93289032 | (802)879-2933 | (802)865-9392 | FT Ethan Allen, VT 05446
Household ==> John Messier
Current Bal: 84.50
Previous Bal: 90.00
Select
Update
Manl New
Auto New
Soundex
<<Name Lookup

Click Select

Previous Balance = amounts owed on enrollments that have been transferred to history. This family also owes $90.00 for previous enrollments.

Current Balance = the total household balance for all family members for all modules combined (activity is a module, pass is a module, etc.). This family owes $84.50 for current charges.

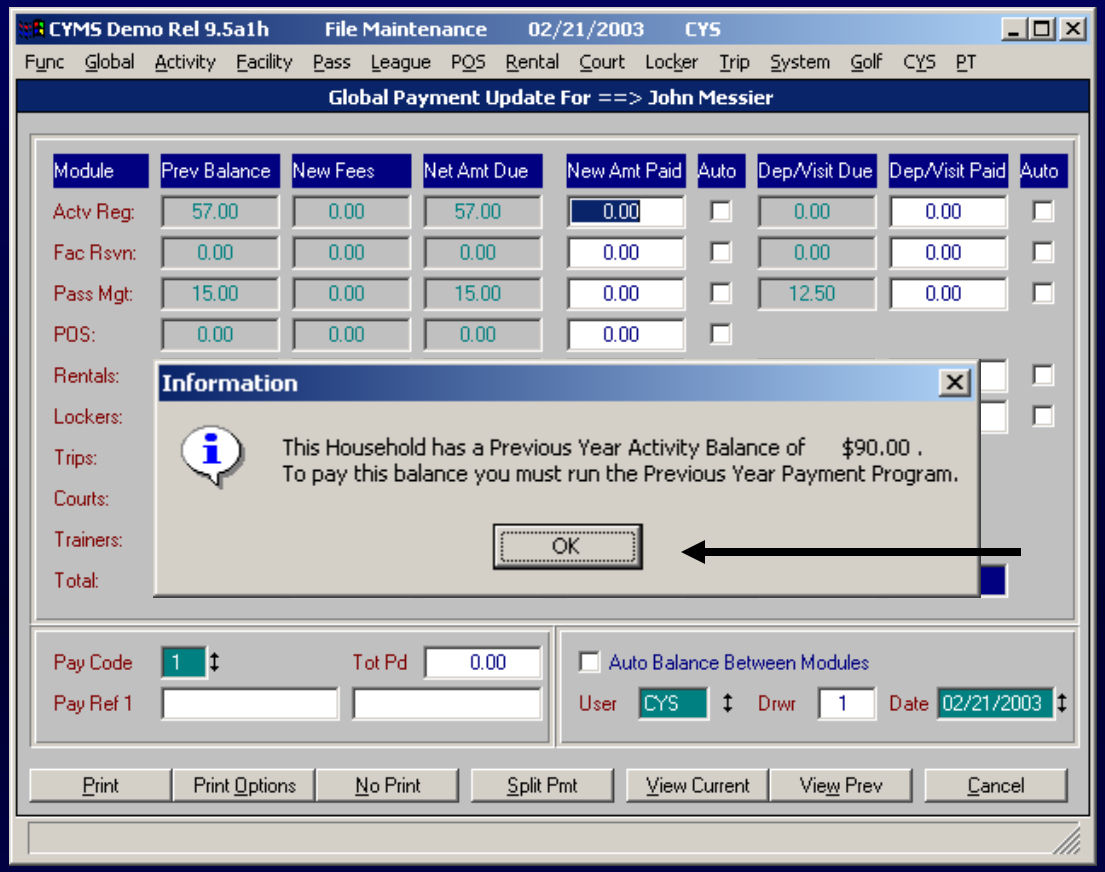
Household Balances and Modules



Click

Continue With Payment

Household Balances and Modules


CYMS Demo Rel 9.5a1h File Maintenance 02/21/2003 CYS
Func Global Activity Facility Pass League POS Rental Court Locker Trip System Golf CYS PT
Global Payment Update For ==> John Messier
Module Prev Balance New Fees Net Amt Due New Amt Paid Auto Dep/Visit Due Dep/Visit Paid Auto
Actv Reg: 57.00 0.00 57.00 0.00 0.00 0.00
Fac Rsvn: 0.00 0.00 0.00 0.00 0.00 0.00
Pass Mgt: 15.00 0.00 15.00 0.00 12.50 0.00
POS: 0.00 0.00 0.00 0.00
Rentals:
Lockers:
Trips:
Courts:
Trainers:
Total:
Information
This Household has a Previous Year Activity Balance of $90.00 .
To pay this balance you must run the Previous Year Payment Program.
OK
Pay Code 1 Tot Pd 0.00
Pay Ref 1
Auto Balance Between Modules
User CYS Drwr 1 Date 02/21/2003
Print Print Options No Print Split Pmt View Current View Prev Cancel

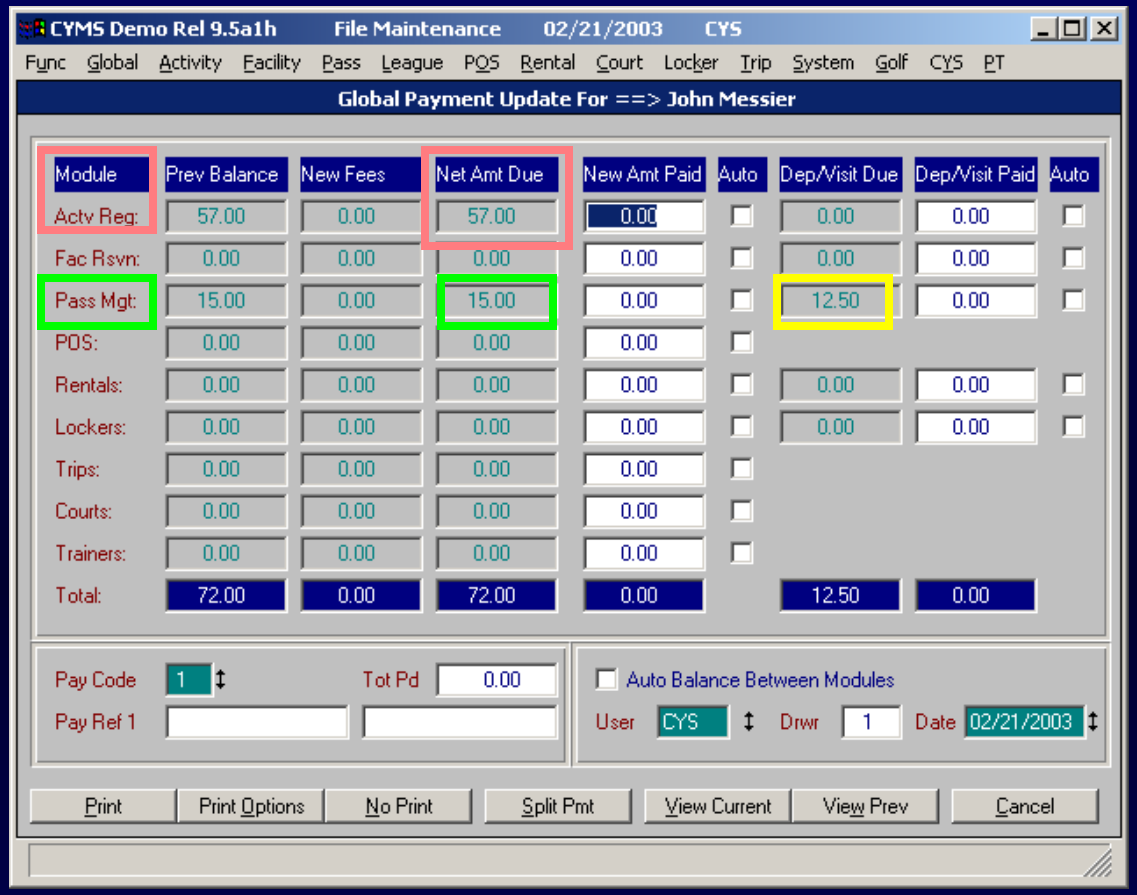
Click OK since our focus right now is on Current Balances

If the household has a Previous Balance, you get a message saying you must pay that balance using the Previous Year Payment Program -- you cannot pay a Previous Balance on this screen!

Household Balances and Modules

Note:

Each module carries its own balance .


CYMS Demo Rel 9.5a1h File Maintenance 02/21/2003 CYS
Func Global Activity Facility Pass League POS Rental Court Locker Trip System Golf CYS PT
Global Payment Update For ==> John Messier
Module Prev Balance New Fees Net Amt Due New Amt Paid Auto Dep/Visit Due Dep/Visit Paid Auto
Actv Reg: 57.00 0.00 57.00 0.00 0.00 0.00
Fac Rsvn: 0.00 0.00 0.00 0.00 0.00 0.00
Pass Mgt: 15.00 0.00 15.00 0.00 12.50 0.00
POS: 0.00 0.00 0.00 0.00
Rentals: 0.00 0.00 0.00 0.00 0.00 0.00
Lockers: 0.00 0.00 0.00 0.00 0.00 0.00
Trips: 0.00 0.00 0.00 0.00
Courts: 0.00 0.00 0.00 0.00
Trainers: 0.00 0.00 0.00 0.00
Total: 72.00 0.00 72.00 0.00 12.50 0.00
Pay Code 1 Tot Pd 0.00
Pay Ref 1
Auto Balance Between Modules
User CYS Drwr 1 Date 02/21/2003
Print Print Options No Print Split Pmt View Current View Prev Cancel

Note:

It is possible to over-pay in one module and still have a balance in another

This household's total Current Balance was $84.50.

But note: $57.00 is owed for Activity

$15.00 for Pass Registration

$12.50 for Pass Visits

Household Balances and Modules

The Activity Module/Row (middle column on screen) is for:

- Child Care or SAS fees (fullday, partday, camps, late payment fees – but NOT hourly fees)
- Instructional Class fees
- YS Activity fees (camps, clinics, sports, etc.)

The Pass Module/Row (middle column on screen) is for:

- Registration fees
- Lost Card Fees

The Pass Module/Row (column on right side of screen) is for:

- Hourly fees
- Late Pickup fees

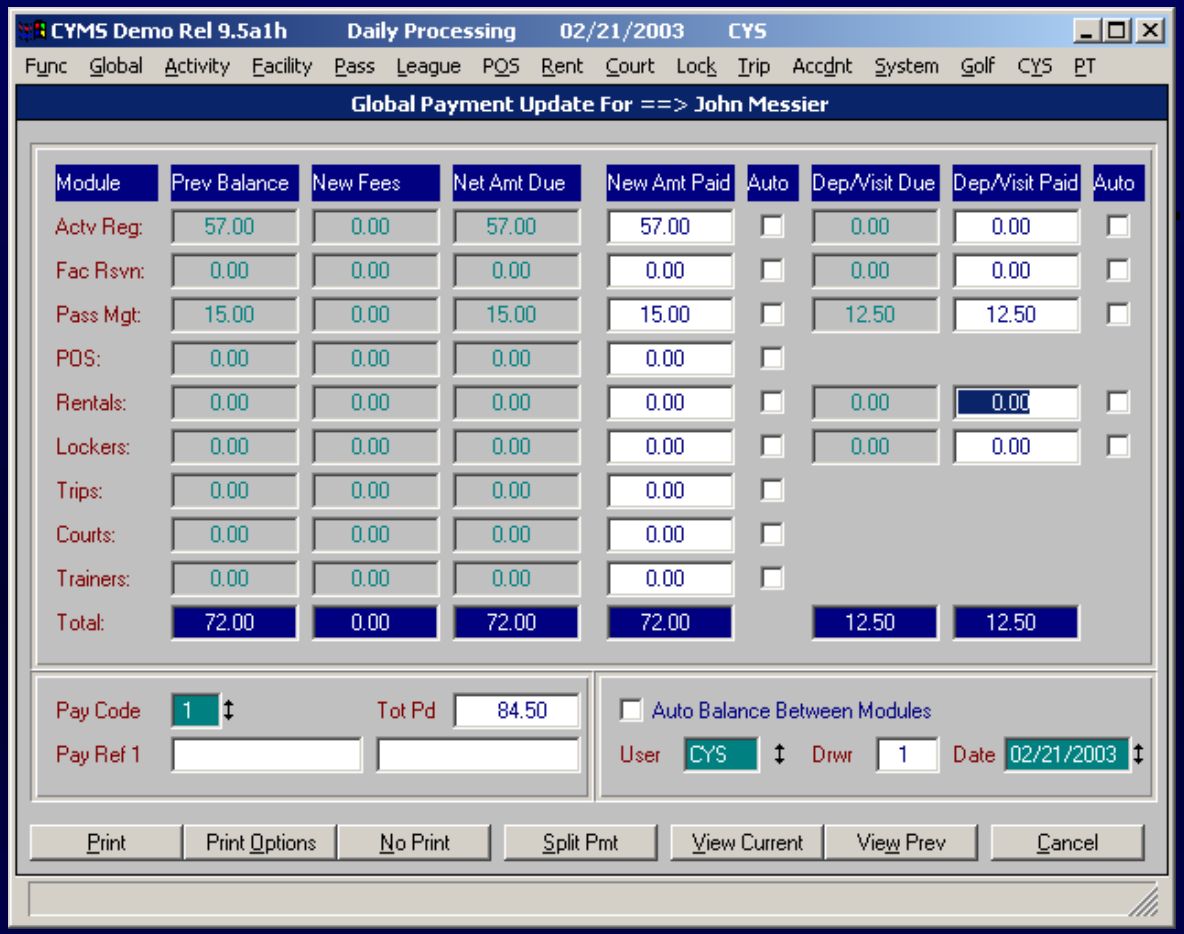
The Key To Making Correct Payments Is To Know:

1. What You Are Paying

And

2. The Proper Row/Column To Pay In

Household Balances and Modules


CYMS Demo Rel 9.5a1h
Daily Processing
02/21/2003
CYS
Func Global Activity Facility Pass League POS Rent Court Lock Trip Accdnt System Golf CYS PT
Global Payment Update For ==> John Messier
Module | Prev Balance | New Fees | Net Amt Due | New Amt Paid | Auto | Dep/Visit Due | Dep/Visit Paid | Auto
Actv Reg: 57.00 0.00 57.00 57.00 0.00 0.00
Fac Rsvn: 0.00 0.00 0.00 0.00 0.00 0.00
Pass Mgt: 15.00 0.00 15.00 15.00 12.50 12.50
POS: 0.00 0.00 0.00 0.00
Rentals: 0.00 0.00 0.00 0.00 0.00 0.00
Lockers: 0.00 0.00 0.00 0.00 0.00 0.00
Trips: 0.00 0.00 0.00 0.00
Courts: 0.00 0.00 0.00 0.00
Trainers: 0.00 0.00 0.00 0.00
Total: 72.00 0.00 72.00 72.00 12.50 12.50
Pay Code 1
Tot Pd 84.50
Pay Ref 1
Auto Balance Between Modules
User CYS
Drwr 1
Date 02/21/2003
Print
Print Options
No Print
Split Pmt
View Current
View Prev
Cancel

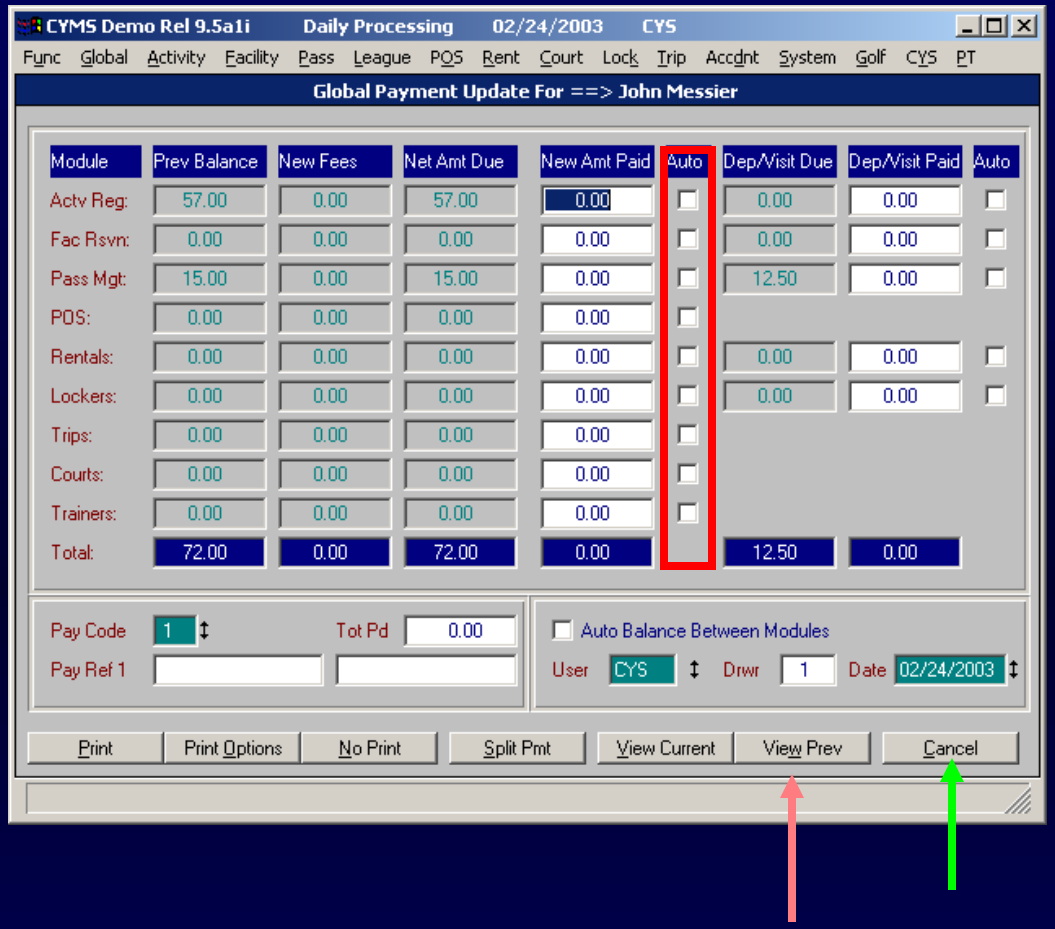
If you pay **$84.50** here, the HH will end up with a **$27.50 credit balance in Activity**, but still owe money on their Pass and Pass Visits.

If you wanted to pay the whole HH balance, you would need to pay:

$57.00 in the **Activity row**, **$15.00** in the **Pass row** and **$12.50** in the **Pass Visit row**

Other Important Fields on the Payment Screen

Auto: These boxes should always be left blank !!!


CYMS Demo Rel 9.5a1i Daily Processing 02/24/2003 CYS
Func Global Activity Facility Pass League POS Rent Court Lock Trip Accdnt System Golf CYS PT
Global Payment Update For ==> John Messier
Module | Prev Balance | New Fees | Net Amt Due | New Amt Paid | Auto | Dep/Visit Due | Dep/Visit Paid | Auto
Actv Reg: 57.00 0.00 57.00 0.00 0.00 0.00
Fac Rsvn: 0.00 0.00 0.00 0.00 0.00 0.00
Pass Mgt: 15.00 0.00 15.00 0.00 12.50 0.00
POS: 0.00 0.00 0.00 0.00
Rentals: 0.00 0.00 0.00 0.00 0.00 0.00
Lockers: 0.00 0.00 0.00 0.00 0.00 0.00
Trips: 0.00 0.00 0.00 0.00
Courts: 0.00 0.00 0.00 0.00
Trainers: 0.00 0.00 0.00 0.00
Total: 72.00 0.00 72.00 0.00 12.50 0.00
Pay Code 1 Tot Pd 0.00
Pay Ref 1
Auto Balance Between Modules
User CYS Drwr 1 Date 02/24/2003
Print Print Options No Print Split Pmt View Current View Prev Cancel

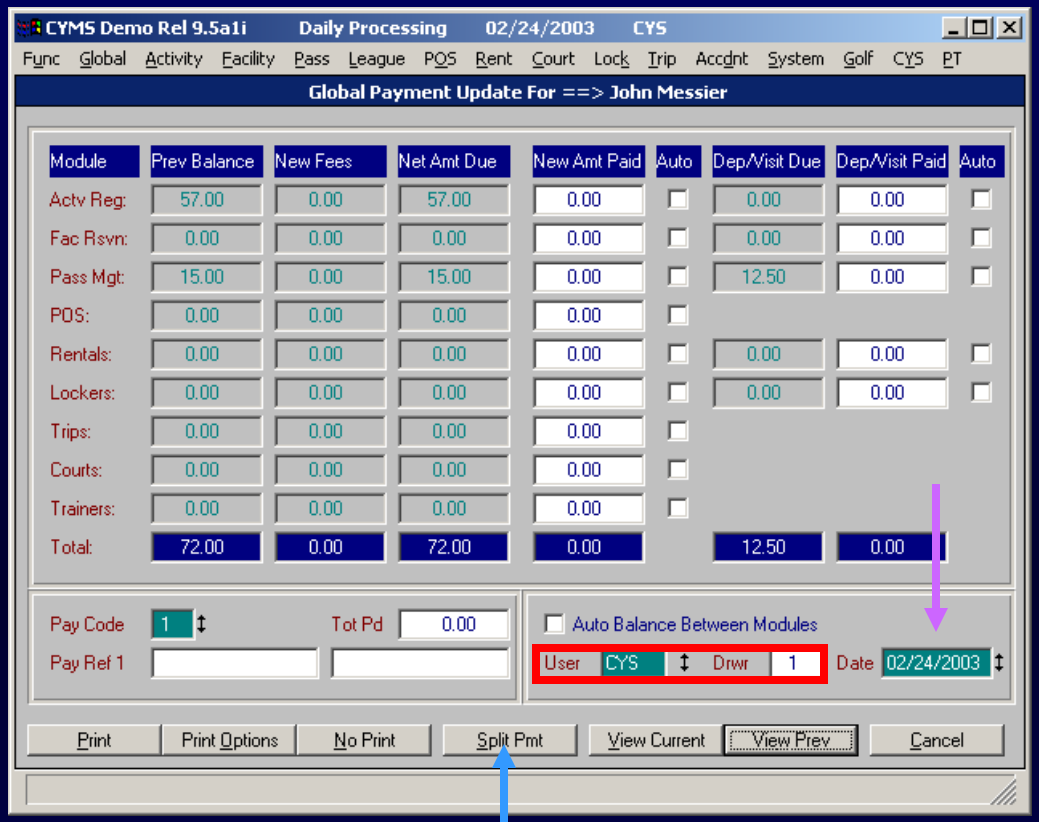
Cancel: Allows you to restart the payment process.

NOTE: Whatever is on screen when you cancel is not saved !!!

View Previous: Will show which programs/passes have an outstanding balance. This is extremely helpful in determining what is making up the Net Amount Due

Other Important Fields on the Payment Screen

User/Drawer: These fields default based on the user that is logged in. This controls whose DAR this transaction will show on.



Date: This controls when the payment will show on the DAR. Normally this is not changed unless trying to fix a problem from a prior day

Split Payment: Used when a customer is paying with multiple Pay Types.

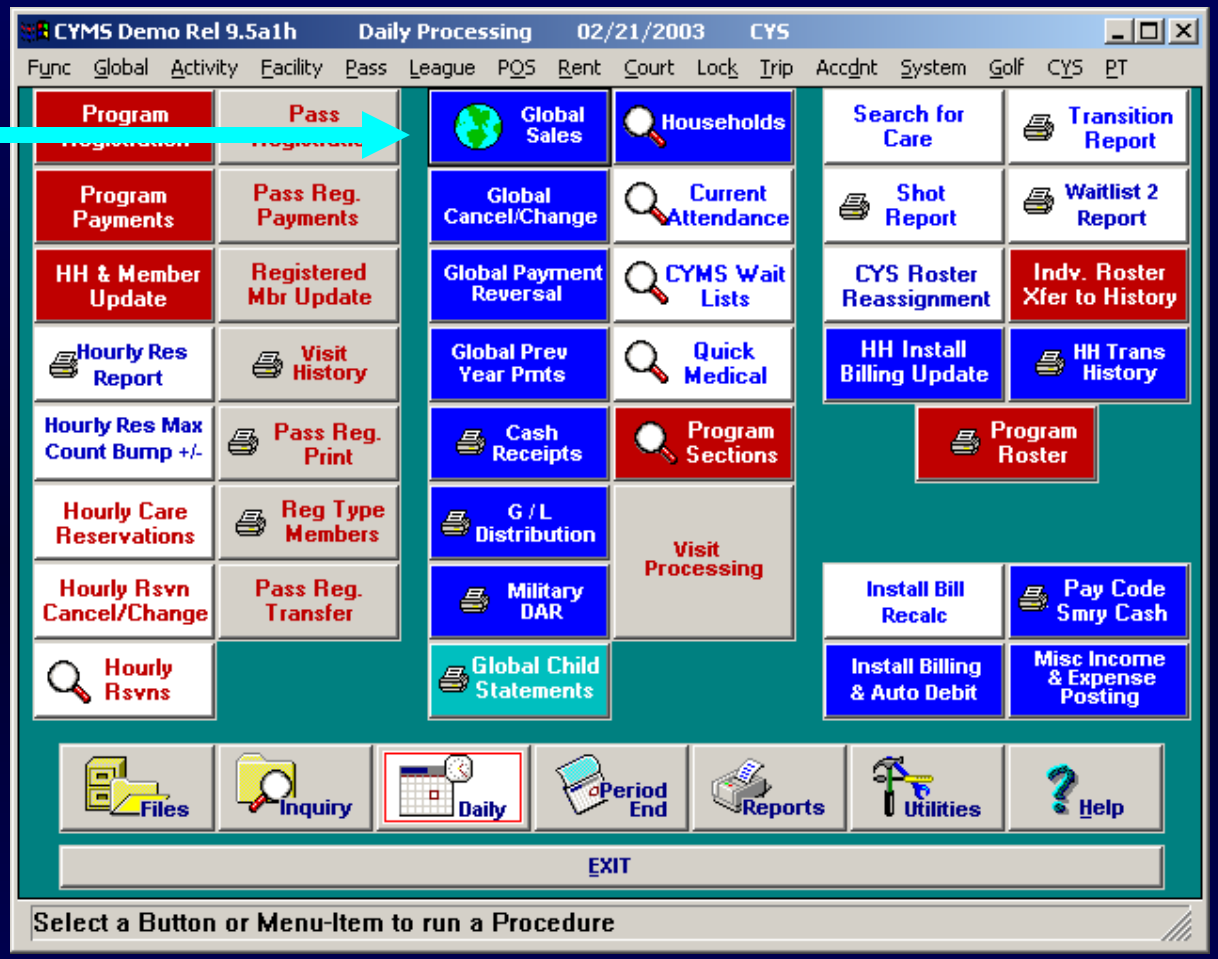
For example: Cash and Check, Check and Vacation Credit, etc.

Payments - Exact Payments

The following examples assume the payments being made are for Child Care, School Age Care or Youth Services fees.

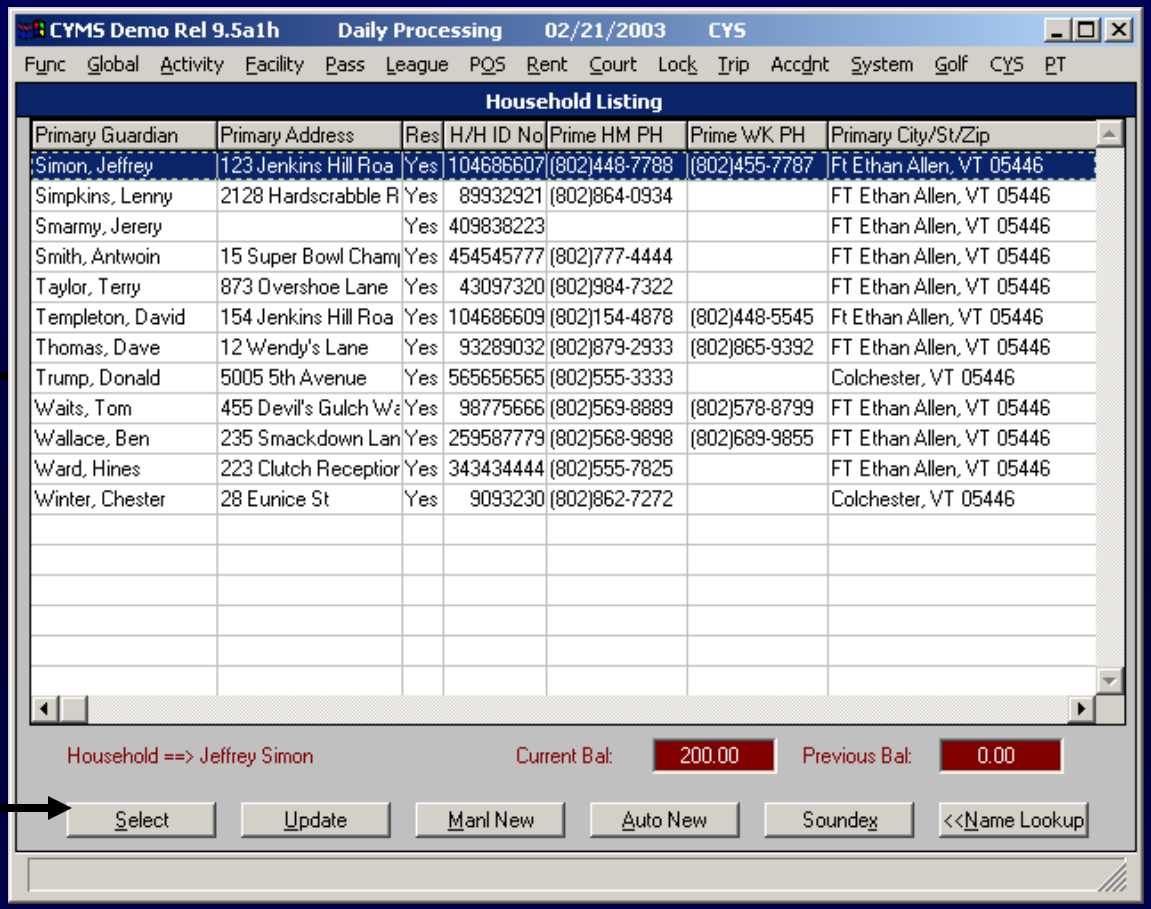
Example 1: A household owes $200 for child care and is paying $200

Payments - Exact Payments



To make a payment click Global Sales

Payments - Exact Payments


CYMS Demo Rel 9.5a1h
Daily Processing
02/21/2003
CYS
Func Global Activity Facility Pass League POS Rent Court Lock Trip Accdnt System Golf CYS PT
Household Listing
Primary Guardian | Primary Address | Res | H/H ID No | Prime HM PH | Prime WK PH | Primary City/St/Zip
Simon, Jeffrey | 123 Jenkins Hill Roa | Yes | 104686607 | (802)448-7788 | (802)455-7787 | Ft Ethan Allen, VT 05446
Simpkins, Lenny | 2128 Hardscrabble R | Yes | 89932921 | (802)864-0934 | | FT Ethan Allen, VT 05446
Smarmy, Jerery | | Yes | 409838223 | | | FT Ethan Allen, VT 05446
Smith, Antwoin | 15 Super Bowl Cham | Yes | 454545777 | (802)777-4444 | | FT Ethan Allen, VT 05446
Taylor, Terry | 873 Overshoe Lane | Yes | 43097320 | (802)984-7322 | | FT Ethan Allen, VT 05446
Templeton, David | 154 Jenkins Hill Roa | Yes | 104686609 | (802)154-4878 | (802)448-5545 | Ft Ethan Allen, VT 05446
Thomas, Dave | 12 Wendy's Lane | Yes | 93289032 | (802)879-2933 | (802)865-9392 | FT Ethan Allen, VT 05446
Trump, Donald | 5005 5th Avenue | Yes | 565656565 | (802)555-3333 | | Colchester, VT 05446
Waits, Tom | 455 Devil's Gulch Wa | Yes | 98775666 | (802)569-8889 | (802)578-8799 | FT Ethan Allen, VT 05446
Wallace, Ben | 235 Smackdown Lan | Yes | 259587779 | (802)568-9898 | (802)689-9855 | FT Ethan Allen, VT 05446
Ward, Hines | 223 Clutch Receptior | Yes | 343434444 | (802)555-7825 | | FT Ethan Allen, VT 05446
Winter, Chester | 28 Eunice St | Yes | 9093230 | (802)862-7272 | | Colchester, VT 05446
Household ==> Jeffrey Simon
Current Bal: 200.00
Previous Bal: 0.00
Select
Update
Manl New
Auto New
Soundex
<<Name Lookup

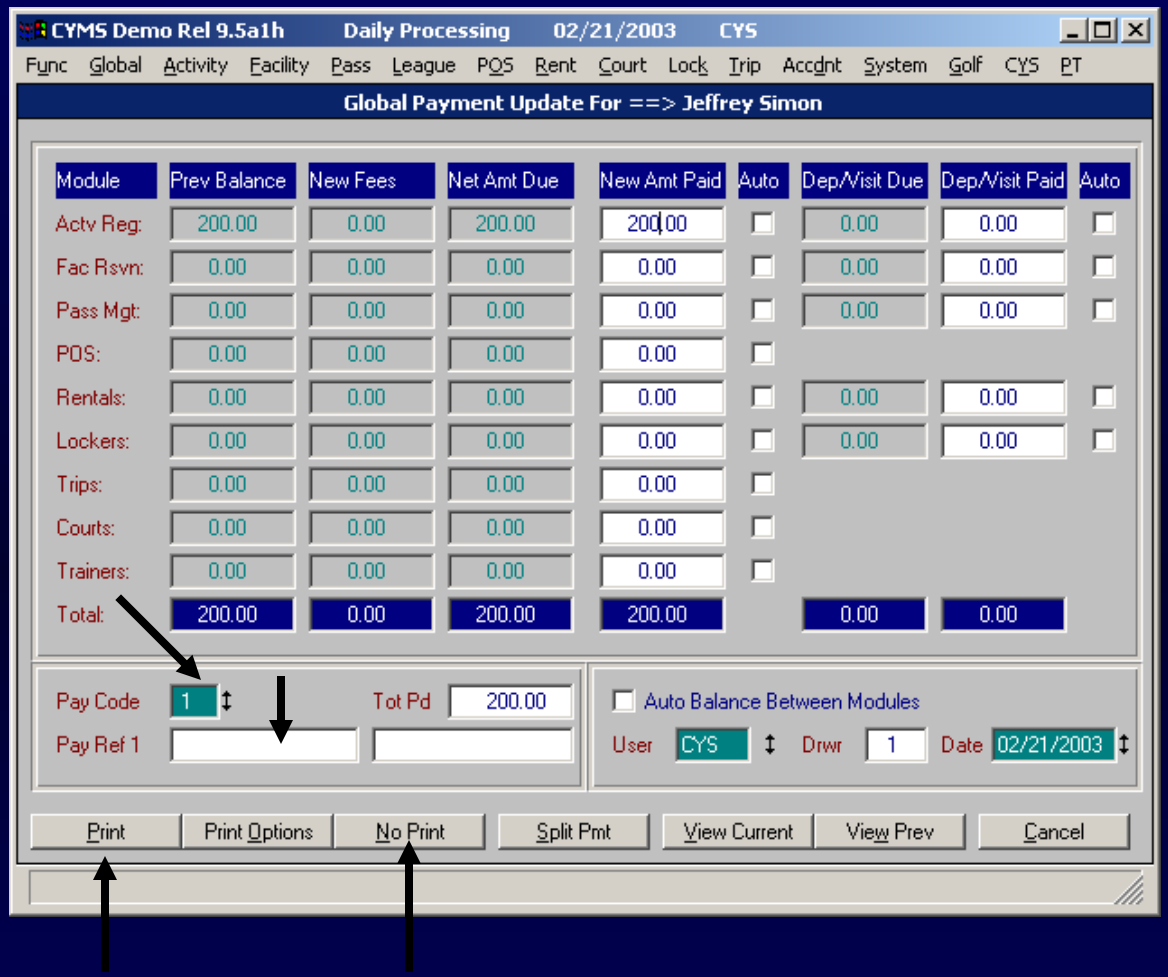
Lookup the household . . .

. . . and select it!

Payments - Exact Payments

Right Click for the proper Pay Code

Type in a Pay Reference Ck 123 etc



Type 200.00 in the New Amount Paid row across from Activity

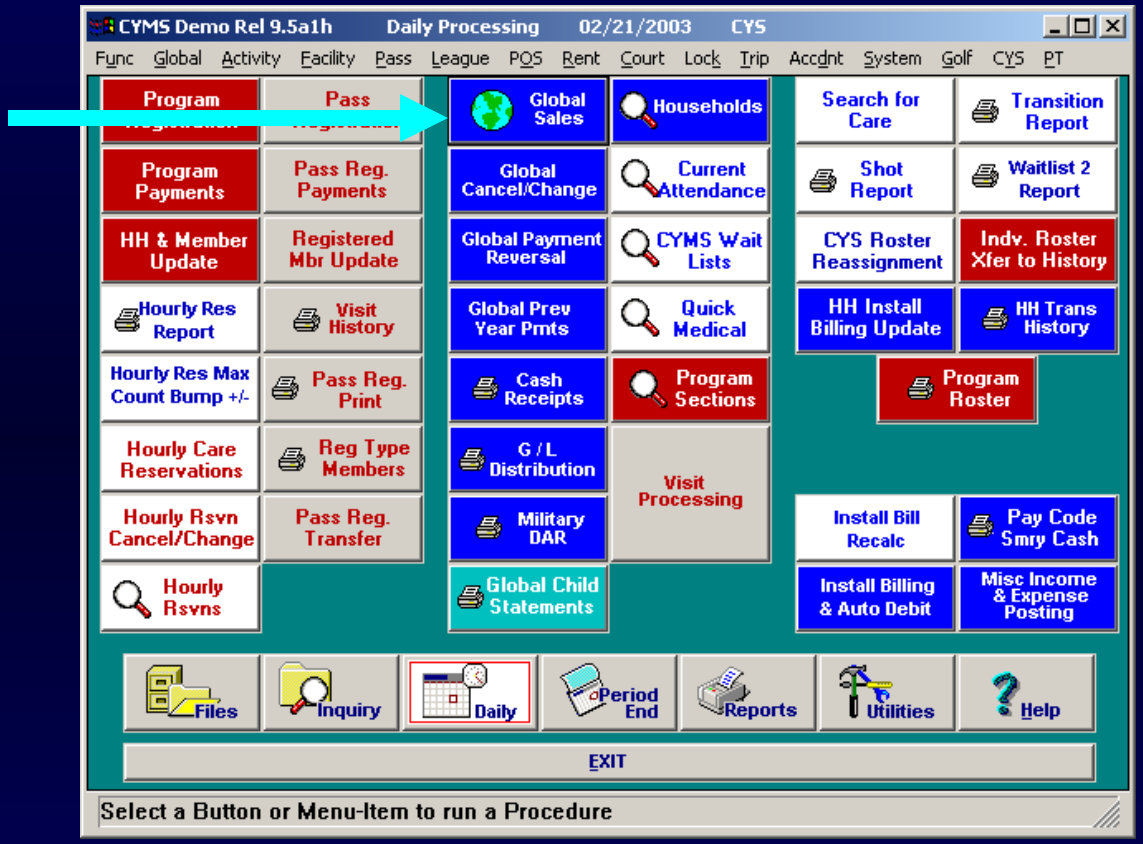
Click Continue with Payment

Click Print or No Print to finish

Payments - Over-Payments

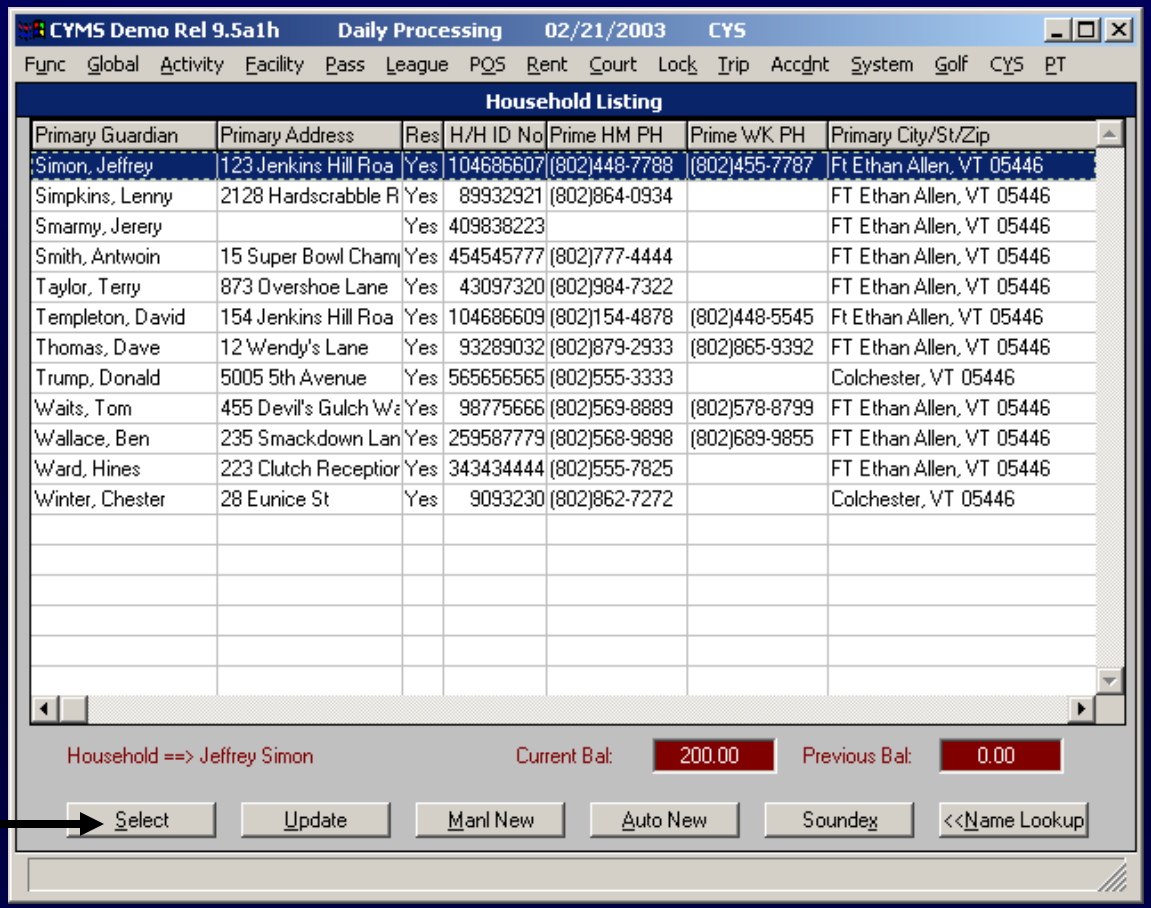
Example 2 : A household owes $200 for child care and is paying $250

Payments - Over-Payments



To make a payment click Global Sales

Payments - Over-Payments


CYMS Demo Rel 9.5a1h
Daily Processing
02/21/2003
CYS
Func Global Activity Facility Pass League POS Rent Court Lock Trip Accdnt System Golf CYS PT
Household Listing
Primary Guardian | Primary Address | Res | H/H ID No | Prime HM PH | Prime WK PH | Primary City/St/Zip
Simon, Jeffrey | 123 Jenkins Hill Roa | Yes | 104686607 | (802)448-7788 | (802)455-7787 | Ft Ethan Allen, VT 05446
Simpkins, Lenny | 2128 Hardscrabble R | Yes | 89932921 | (802)864-0934 | | FT Ethan Allen, VT 05446
Smarmy, Jerery | | Yes | 409838223 | | | FT Ethan Allen, VT 05446
Smith, Antwoin | 15 Super Bowl Cham | Yes | 454545777 | (802)777-4444 | | FT Ethan Allen, VT 05446
Taylor, Terry | 873 Overshoe Lane | Yes | 43097320 | (802)984-7322 | | FT Ethan Allen, VT 05446
Templeton, David | 154 Jenkins Hill Roa | Yes | 104686609 | (802)154-4878 | (802)448-5545 | Ft Ethan Allen, VT 05446
Thomas, Dave | 12 Wendy's Lane | Yes | 93289032 | (802)879-2933 | (802)865-9392 | FT Ethan Allen, VT 05446
Trump, Donald | 5005 5th Avenue | Yes | 565656565 | (802)555-3333 | | Colchester, VT 05446
Waits, Tom | 455 Devil's Gulch Wa | Yes | 98775666 | (802)569-8889 | (802)578-8799 | FT Ethan Allen, VT 05446
Wallace, Ben | 235 Smackdown Lan | Yes | 259587779 | (802)568-9898 | (802)689-9855 | FT Ethan Allen, VT 05446
Ward, Hines | 223 Clutch Receptior | Yes | 343434444 | (802)555-7825 | | FT Ethan Allen, VT 05446
Winter, Chester | 28 Eunice St | Yes | 9093230 | (802)862-7272 | | Colchester, VT 05446
Household ==> Jeffrey Simon
Current Bal: 200.00
Previous Bal: 0.00
Select
Update
Manl New
Auto New
Soundex
<<Name Lookup

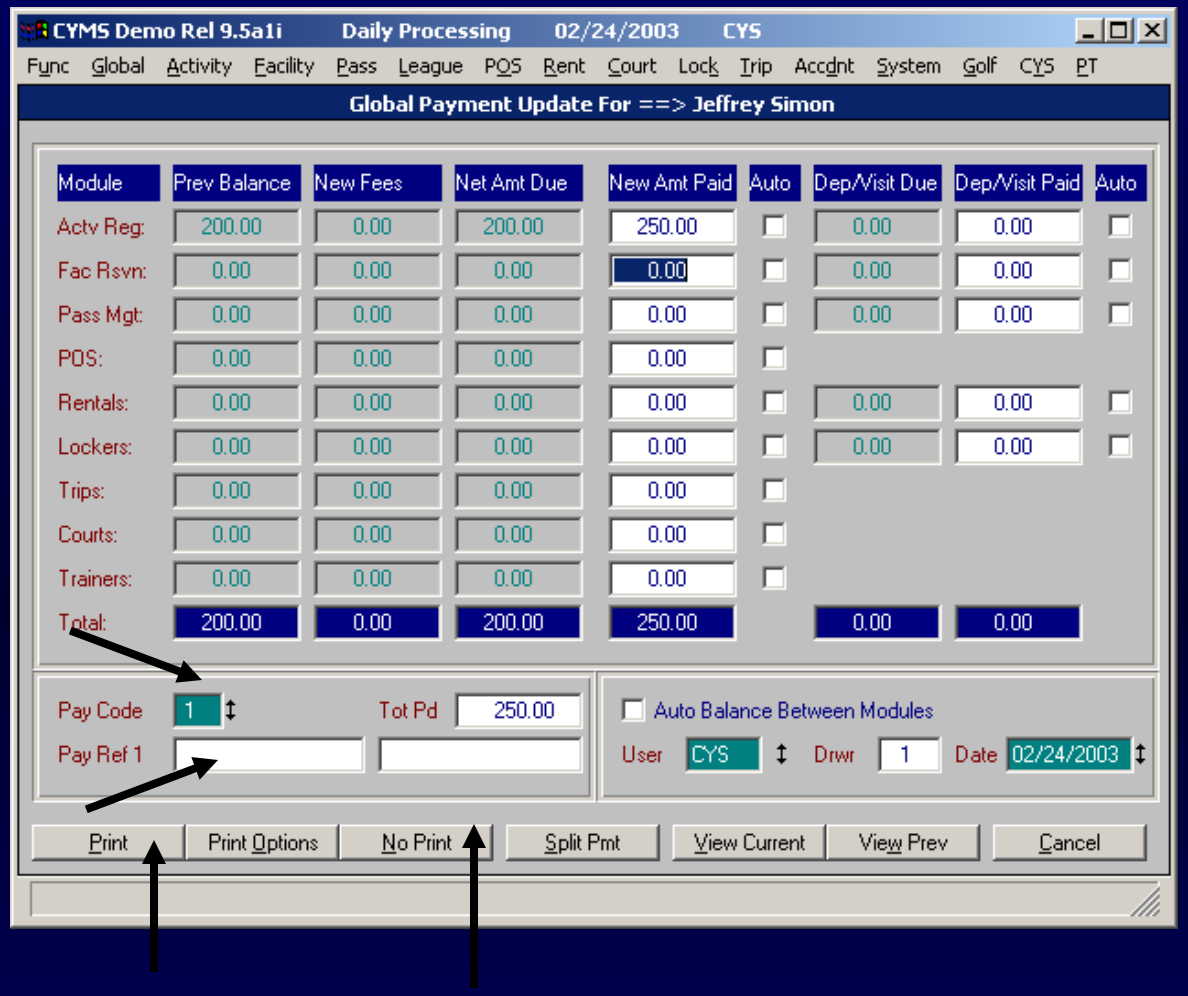
Lookup the household . . .

. . .and select it!

Payments - Over-Payments

Right Click for the proper Pay Code

Type in a Pay Reference Ck 123 etc



Type in 250.00 in the New Amount Paid Row across from Activity..

Click Continue with Payment

Click Print or No Print to finish

..And Yes to continue

Payments - Over-Payments

As a result of this transaction, the Simon household will have a $50.00 Activity credit.

This credit will automatically get used the next time Installment Billing is run

– or –

the next time a Program Enrollment is done.

(whatever comes first !!!)

The $50.00 will sit in the Credit Balance Control Account (CYMS Advance Payments On Account, under GLAC 263) until it is used!

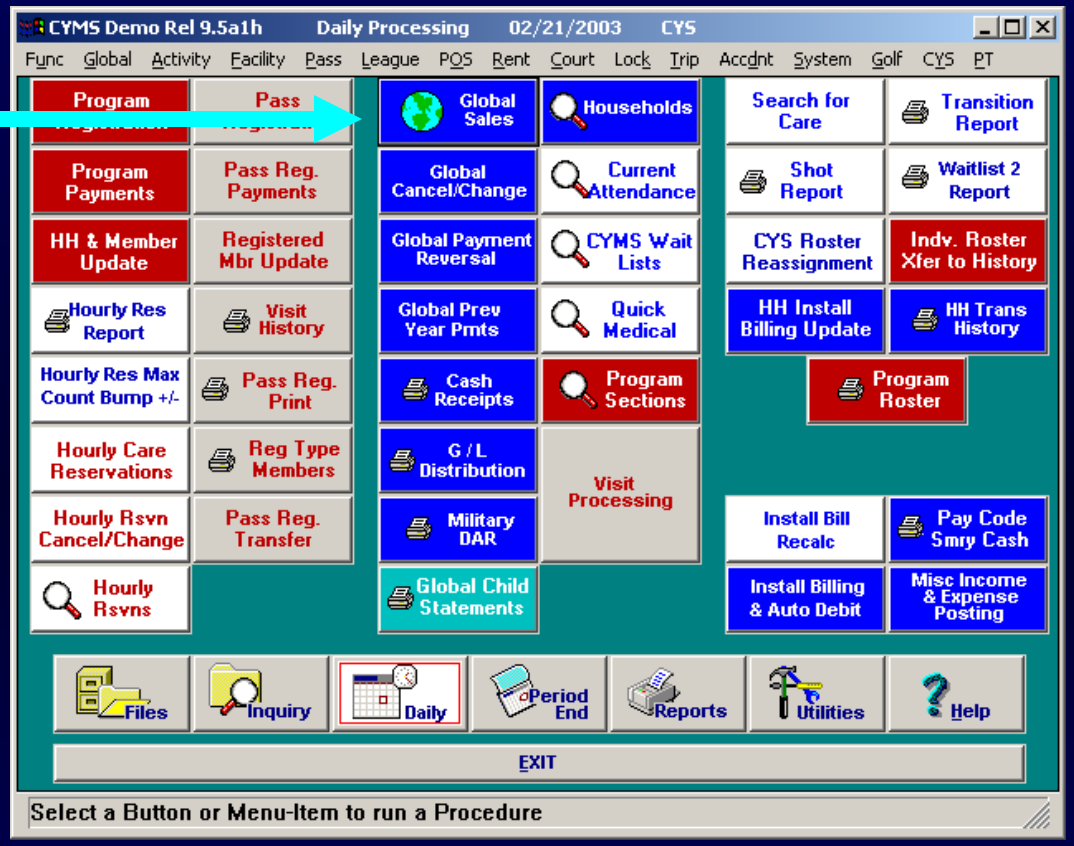
The system will automatically apply this credit to any activity for any child in this family – whichever activity bill comes due first!

The credit cannot be reserved for a certain activity/class or for a certain child!

Payments - Under-Payments

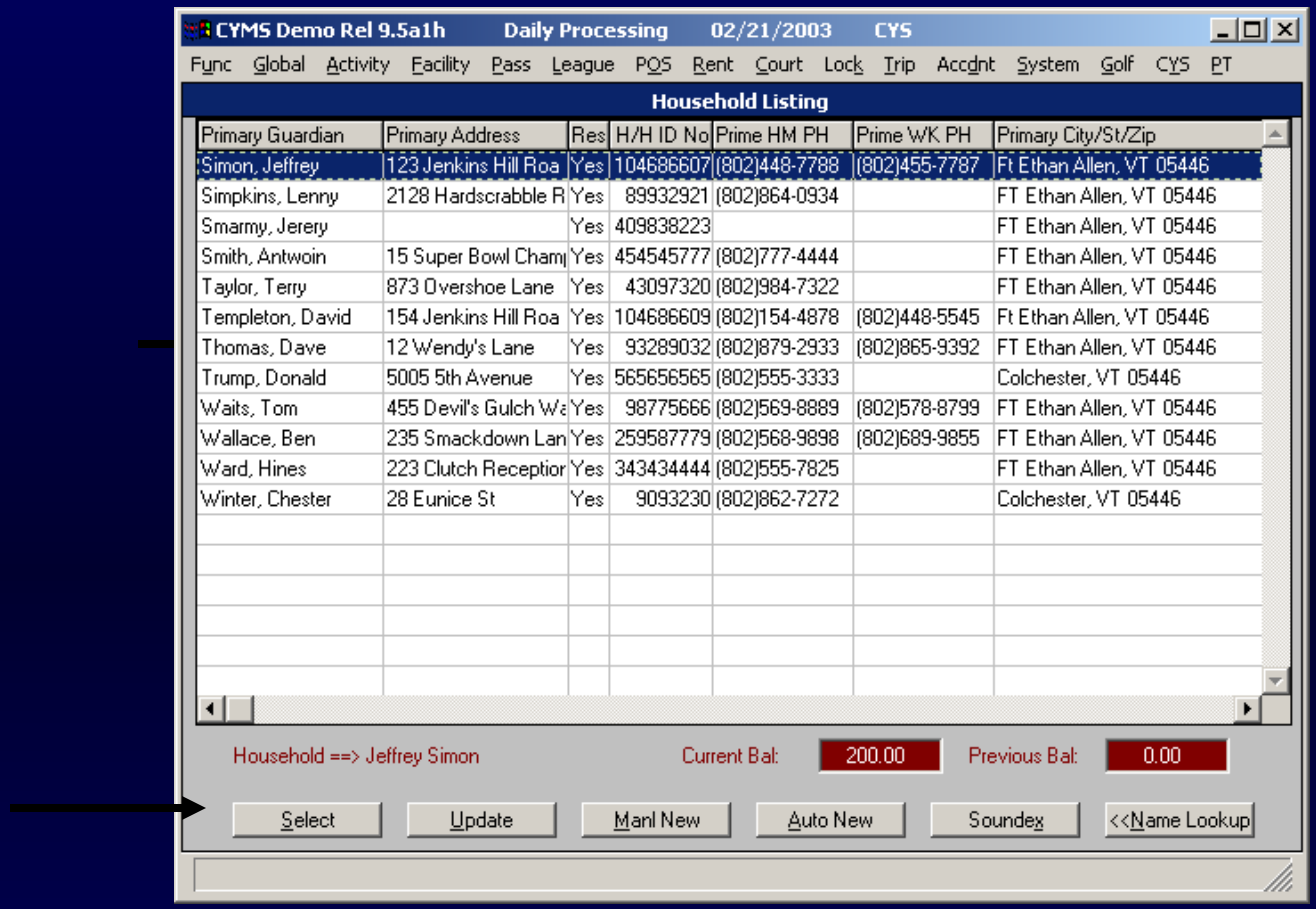
Example 3: A household owes $200 for child care and is only paying $75

Payments - Under-Payments



To make a payment click Global Sales

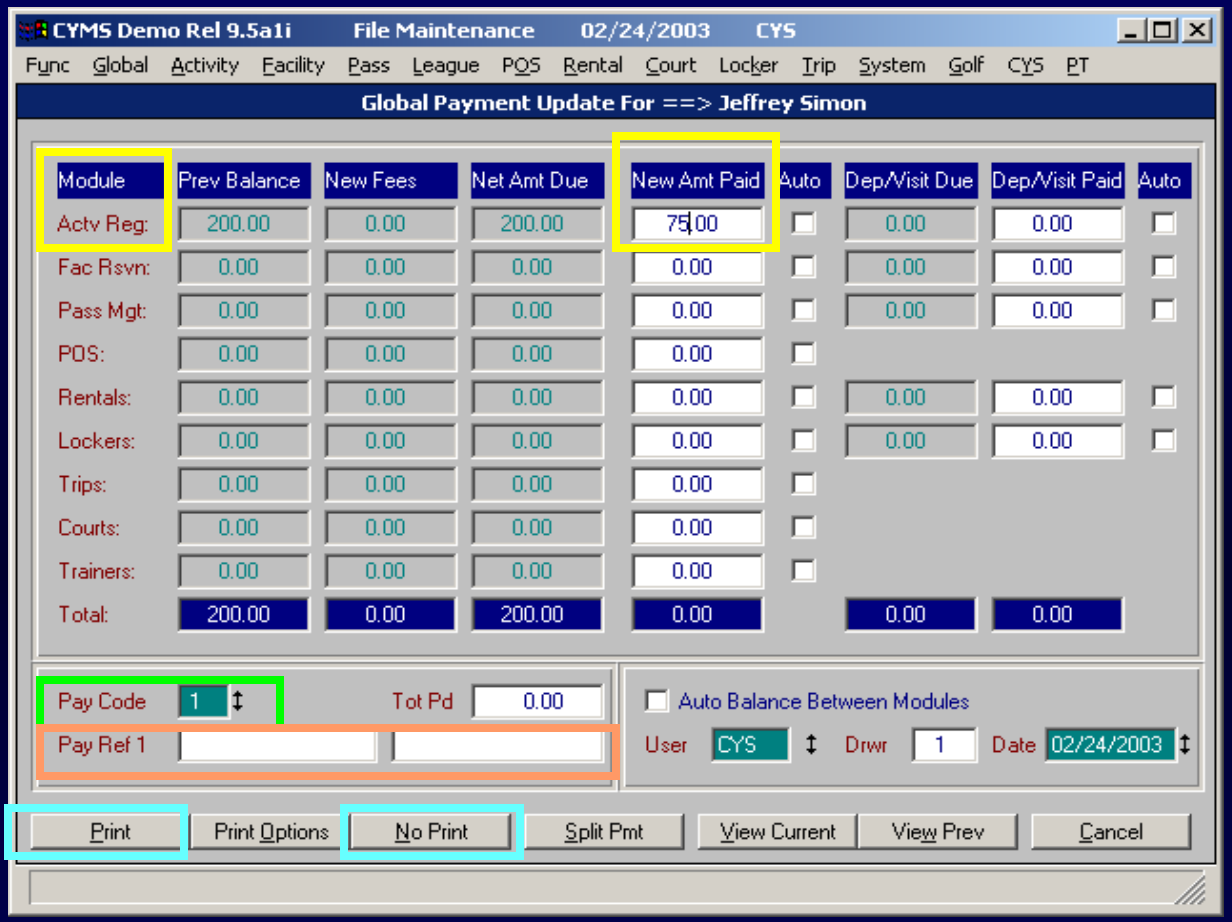
Payments - Under-Payments


CYMS Demo Rel 9.5a1h
Daily Processing
02/21/2003
CYS
Func Global Activity Facility Pass League POS Rent Court Lock Trip Accdnt System Golf CYS PT
Household Listing
Primary Guardian | Primary Address | Res | H/H ID No | Prime HM PH | Prime WK PH | Primary City/St/Zip
Simon, Jeffrey | 123 Jenkins Hill Roa | Yes | 104686607 | (802)448-7788 | (802)455-7787 | Ft Ethan Allen, VT 05446
Simpkins, Lenny | 2128 Hardscrabble R | Yes | 89932921 | (802)864-0934 | | FT Ethan Allen, VT 05446
Smarmy, Jerery | | Yes | 409838223 | | | FT Ethan Allen, VT 05446
Smith, Antwoin | 15 Super Bowl Cham | Yes | 454545777 | (802)777-4444 | | FT Ethan Allen, VT 05446
Taylor, Terry | 873 Overshoe Lane | Yes | 43097320 | (802)984-7322 | | FT Ethan Allen, VT 05446
Templeton, David | 154 Jenkins Hill Roa | Yes | 104686609 | (802)154-4878 | (802)448-5545 | Ft Ethan Allen, VT 05446
Thomas, Dave | 12 Wendy's Lane | Yes | 93289032 | (802)879-2933 | (802)865-9392 | FT Ethan Allen, VT 05446
Trump, Donald | 5005 5th Avenue | Yes | 565656565 | (802)555-3333 | | Colchester, VT 05446
Waits, Tom | 455 Devil's Gulch Wa | Yes | 98775666 | (802)569-8889 | (802)578-8799 | FT Ethan Allen, VT 05446
Wallace, Ben | 235 Smackdown Lan | Yes | 259587779 | (802)568-9898 | (802)689-9855 | FT Ethan Allen, VT 05446
Ward, Hines | 223 Clutch Reception | Yes | 343434444 | (802)555-7825 | | FT Ethan Allen, VT 05446
Winter, Chester | 28 Eunice St | Yes | 9093230 | (802)862-7272 | | Colchester, VT 05446
Household ==> Jeffrey Simon
Current Bal: 200.00
Previous Bal: 0.00
Select
Update
Manl New
Auto New
Soundex
<<Name Lookup

Lookup the household . . .

. . . and select it!

Payments - Under-Payments



Type in 75.00 in the New Amount Paid row across from Activity

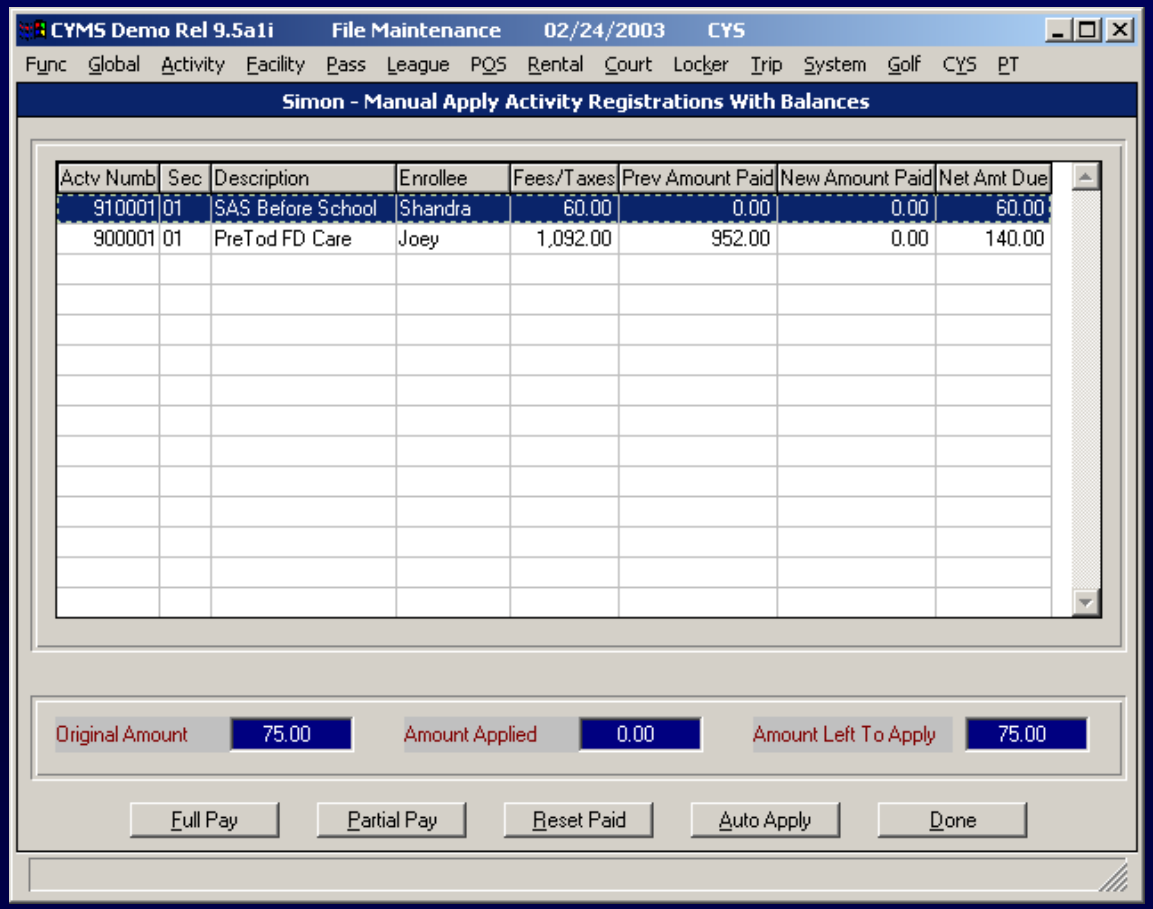
Right Click for your Pay Code, put in a Pay Reference and Print or No Print to Finish

Click on Continue with Payment

Payments - Under-Payments

However, a household cannot overpay at one center if a balance is owed at another.

(See Key Points for details)


CYMS Demo Rel 9.5a1i
File Maintenance
02/24/2003
CYS
Func Global Activity Facility Pass League POS Rental Court Locker Trip System Golf CYS PT
Simon - Manual Apply Activity Registrations With Balances
Actv Numb Sec Description Enrollee Fees/Taxes Prev Amount Paid New Amount Paid Net Amt Due
910001 01 SAS Before School Shandra 60.00 0.00 0.00 60.00
900001 01 PreTod FD Care Joey 1,092.00 952.00 0.00 140.00
Original Amount 75.00
Amount Applied 0.00
Amount Left To Apply 75.00
Full Pay
Partial Pay
Reset Paid
Auto Apply
Done

Anytime a HH pays less than what is owed you will be taken to a

Manual Apply Screen

The Manual Apply Screen allows the clerk to direct the partial payment wherever the household wishes.

Payments - Under-Payments

Let’s assume in our example the customer wants:

$25.00 to go to SAS

and

the rest ($50.00) to go to the CDC

Manual Pay Screen - Field Descriptions

Full Pay: Means -- take the everything showing in the Amount Left to Apply field and apply it to the activity highlighted at the top of the screen. It will not let you pay more than what is owed on the highlighted class.

Partial Pay: Means -- apply only a portion of the dollars in the Amount Left to Apply field to the activity highlighted at the top of the screen. You get to specify how much.

Reset Paid: Allows you to start over if you think you misapplied the payment. It resets the Amount Applied field back to $0 and the Amount Left to Apply will be reset to match the Original Amount.

Original Amount: What the customer is paying. This field does not change. It carries forward from the previous screen.

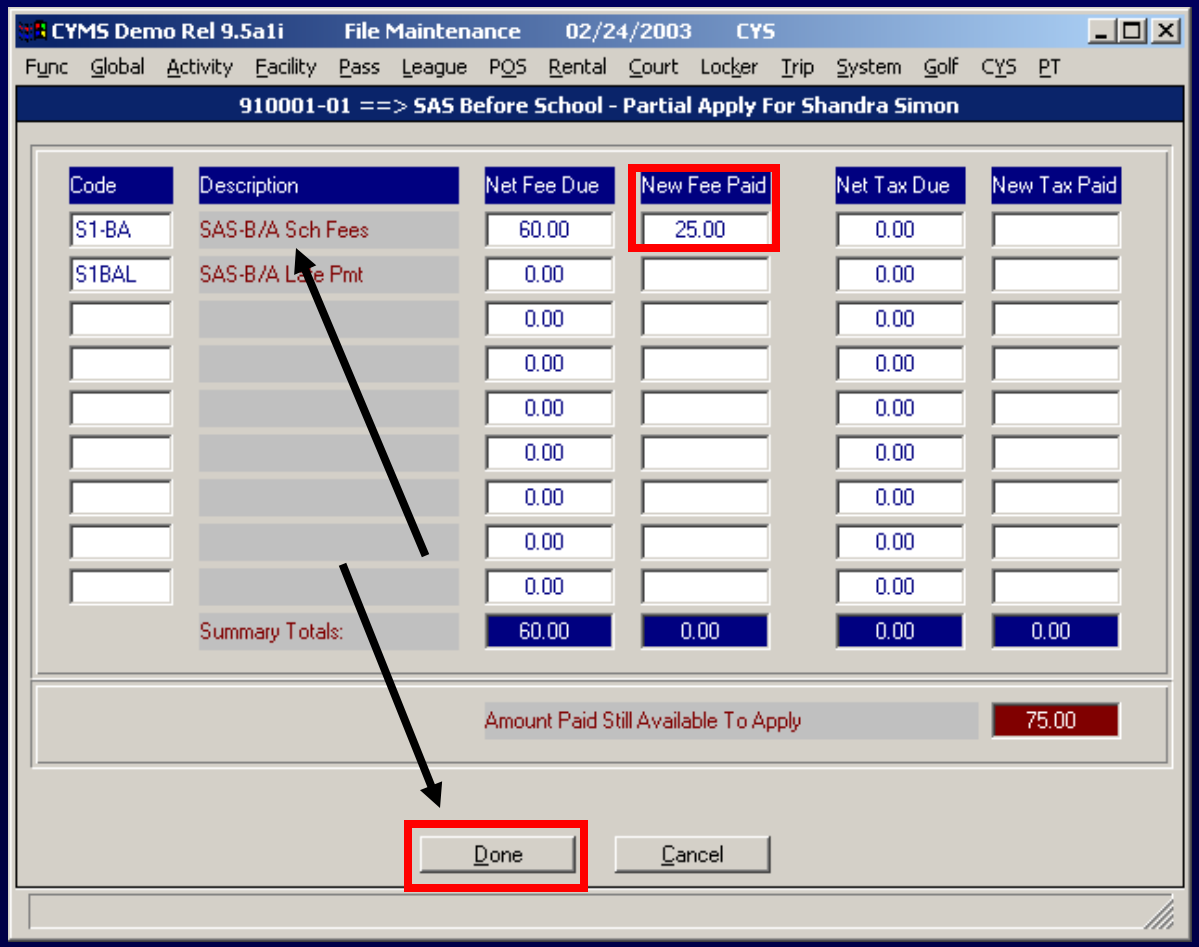
Amount Applied: This field increases as you apply money to the household's registrations and enrollments.

Amount Left To Apply: This field decreases as you apply money to the household's registrations and enrollments.

NOTE: You cannot leave this screen until the Amount Left to Apply = $0

Auto Apply: CYMS users should never use this option !

Payments - Under-Payments



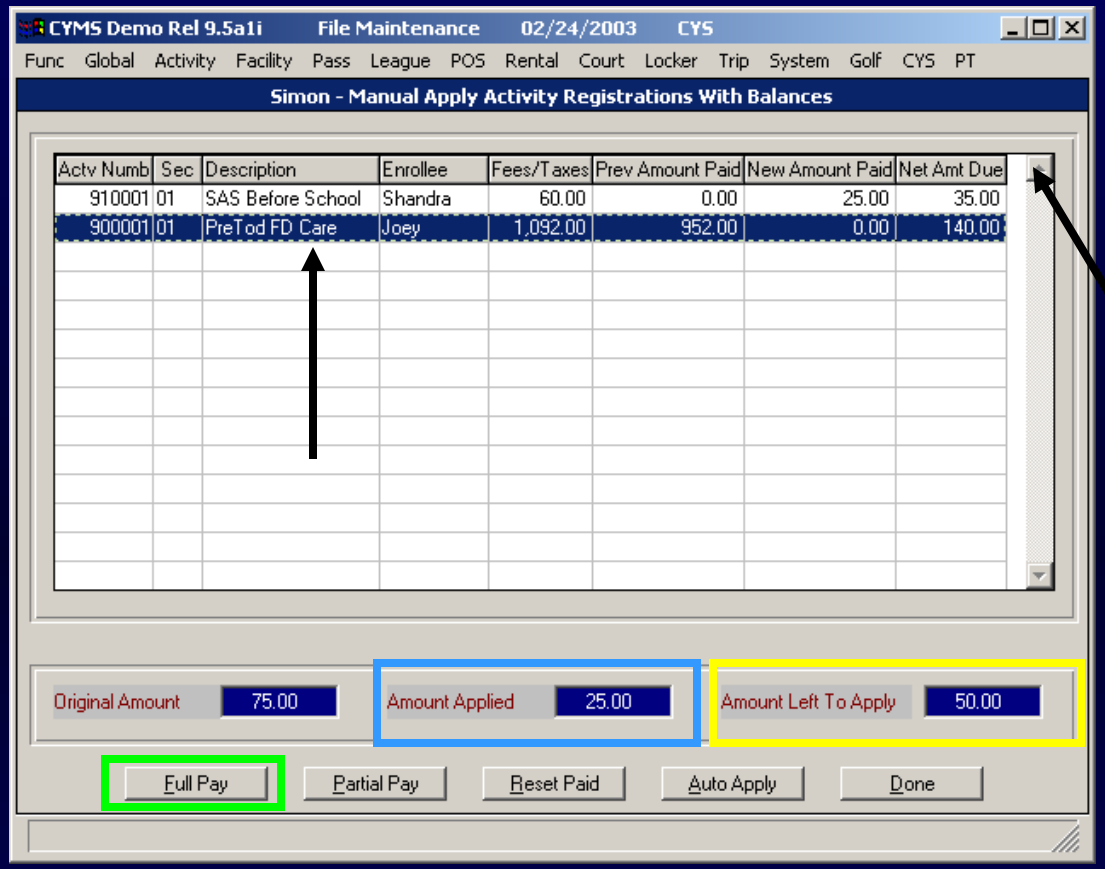
In the New Fee Paid field, type 25.00 and click Done

To pay $25.00 to SAS,

highlight the SAS class and click Partial Pay

Payments - Under-Payments

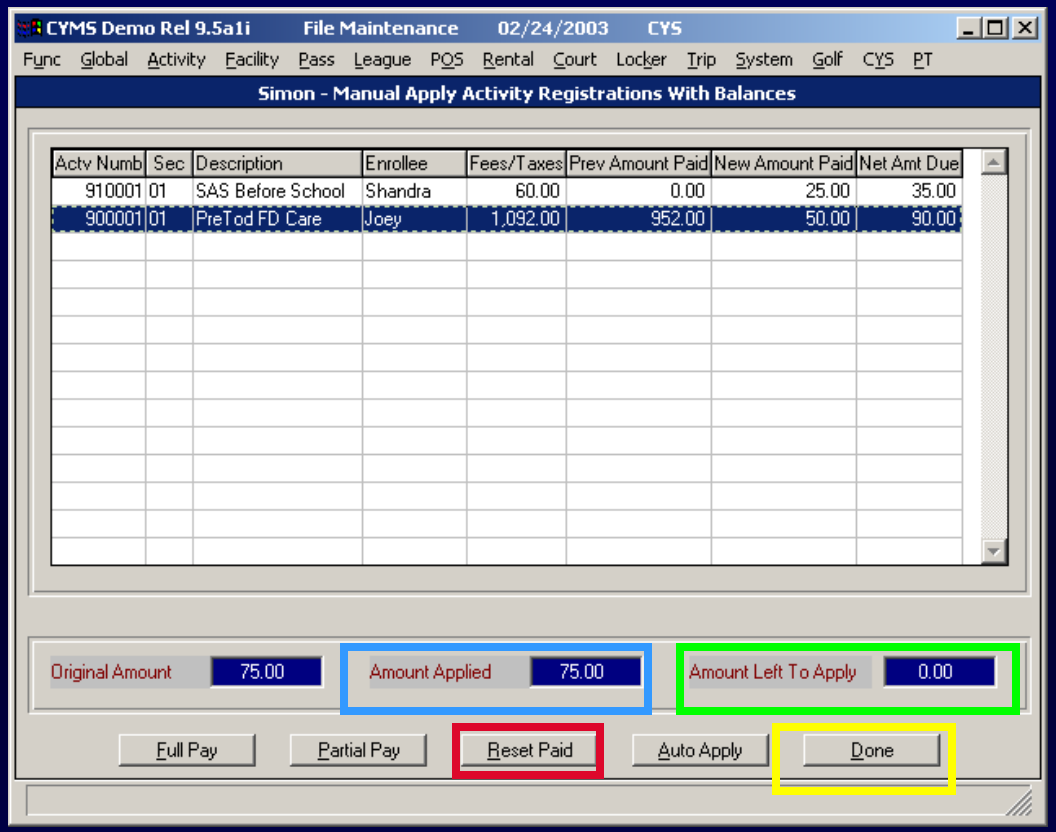
To apply the rest of the money to CDC, highlight the CDC class and click Full Pay


CYMS Demo Rel 9.5a1i
File Maintenance
02/24/2003
CYS
Func Global Activity Facility Pass League POS Rental Court Locker Trip System Golf CYS PT
Simon - Manual Apply Activity Registrations With Balances
Actv Numb Sec Description Enrollee Fees/Taxes Prev Amount Paid New Amount Paid Net Amt Due
910001 01 SAS Before School Shandra 60.00 0.00 25.00 35.00
900001 01 PreTod FD Care Joey 1,092.00 952.00 0.00 140.00
Original Amount 75.00
Amount Applied 25.00
Amount Left To Apply 50.00
Full Pay
Partial Pay
Reset Paid
Auto Apply
Done

Notice the Amount Applied field says $25.00

Note: You may need to scroll up to where you just applied the money. And . . . you still have $50.00 left to Apply

Payments - Under-Payments


CYMS Demo Rel 9.5a1i File Maintenance 02/24/2003 CYS
Func Global Activity Facility Pass League POS Rental Court Locker Trip System Golf CYS PT
Simon - Manual Apply Activity Registrations With Balances
Actv Numb Sec Description Enrollee Fees/Taxes Prev Amount Paid New Amount Paid Net Amt Due
910001 01 SAS Before School Shandra 60.00 0.00 25.00 35.00
900001 01 PreTod FD Care Joey 1,092.00 952.00 50.00 90.00
Original Amount 75.00
Amount Applied 75.00
Amount Left To Apply 0.00
Full Pay
Partial Pay
Reset Paid
Auto Apply
Done

Amount Left to Apply is $0

Amount Applied is $75

If happy, click Done

If not, click Reset Paid and start the process over

Manual Apply - Key Points

1. Once you get to the manual apply screen, **you cannot cancel** out of the transaction.

   - **DO NOT TURN OFF THE PC ! ! ! !**
   - Finish the transaction.
   - If applicable, you can always do a Payment Reversal and then start the transaction again

2. You cannot pay more than what is owed on one activity if another activity for the same household has a balance. Example:

   - A HH owes $20 on a CDC class and $10 on a SAS class.
   - If the household pays more than $10 on SAS, some money has to go to CDC. You have no choice !
   - You cannot flag the money for future SAS billings!

Payments - Split Payments

1. A split payment is used when a payment involves more than one type of tender.

2. The most common split payment occurs when a patron wants to pay with both Cash and Check (for example).

3. Split payments are also used for tracking:

   Discounts such as:
   - Coaches Discounts
   - Vacation Credits
   - Parent Participation Discounts
   - Employee Discounts

   Fees that will be billed to or paid by outside agencies

   such as:

Payments - Split Payments

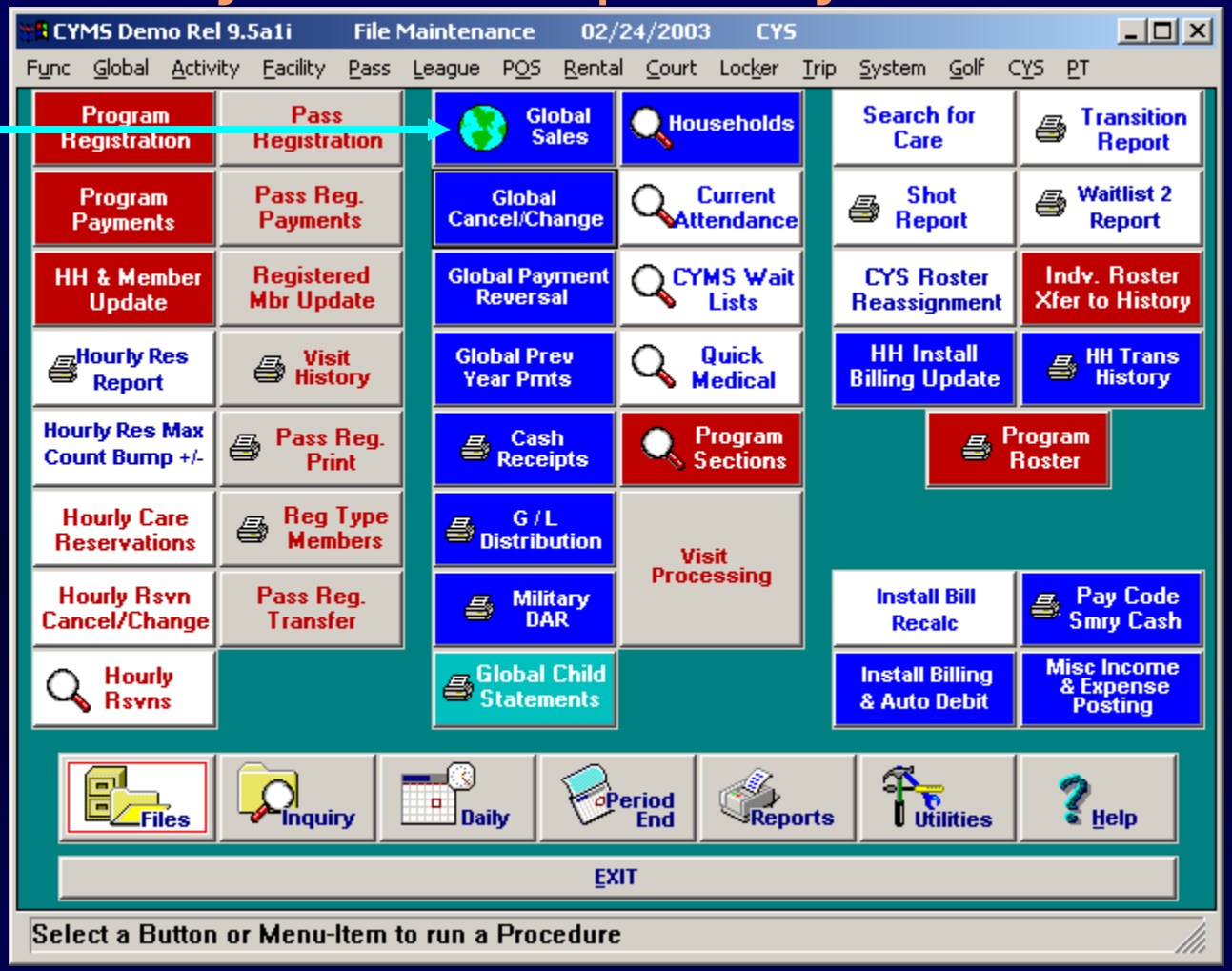
Example: A household owes $250 and wishes to pay

$200 with a check

and

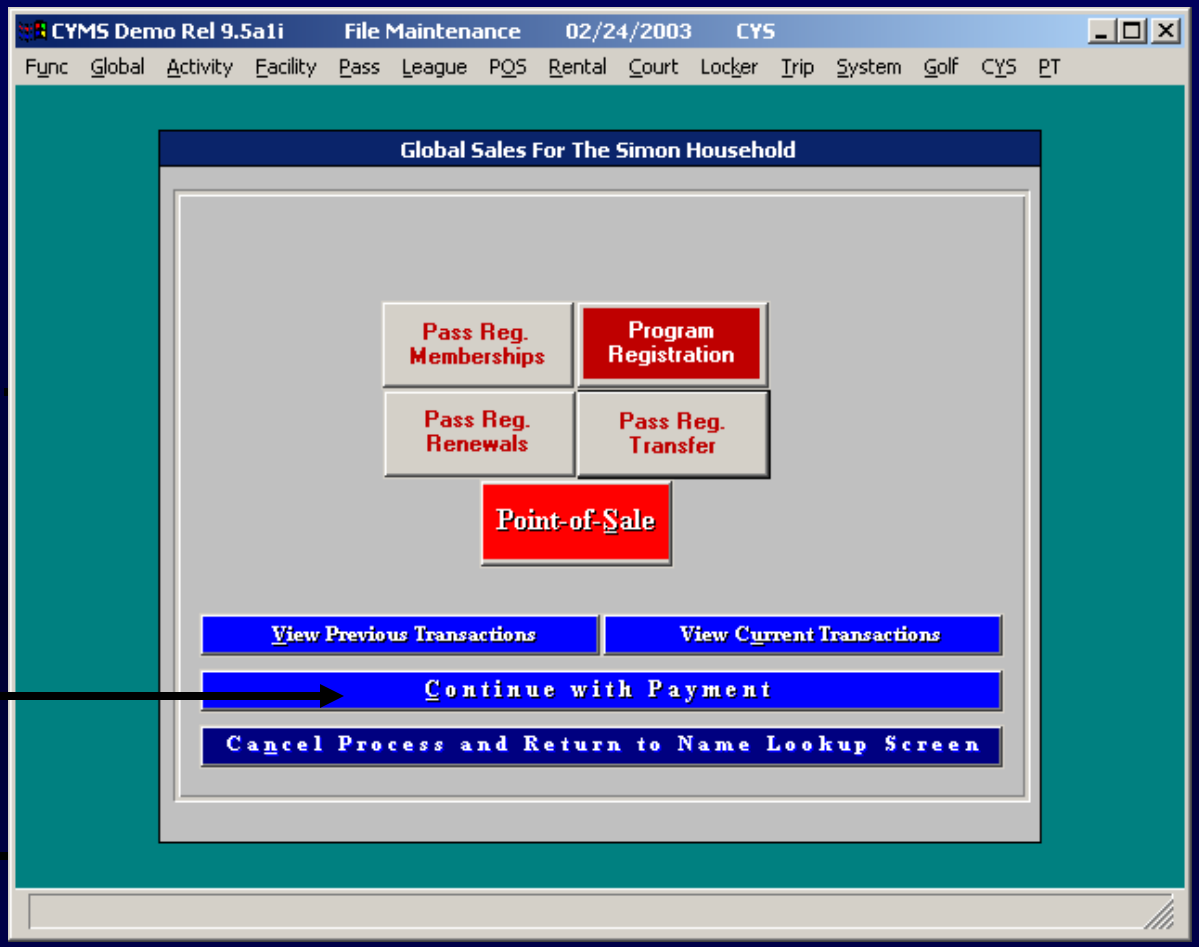
$50 in cash

Payments - Split Payments



To make a Split Payment, click Global Sales

Payments - Split Payments



Then, click Continue with Payment

Lookup the household . .

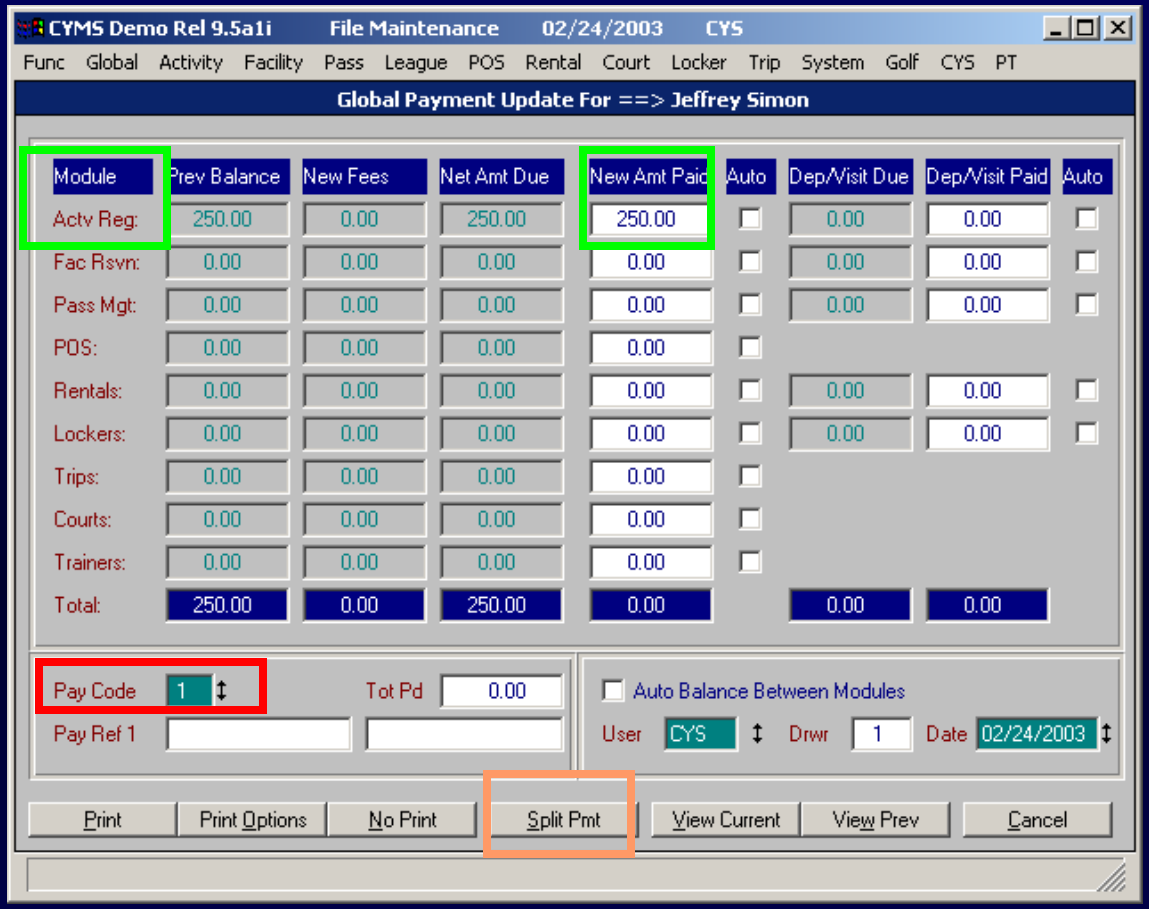
. . . and select it!

Payments - Split Payments

Note:

It doesn't matter what is in the **Pay Code** field – just ignore it.

Pay Codes will be selected on the Split Pay screen.



Type $250 in the New Amount Paid field across from Activity

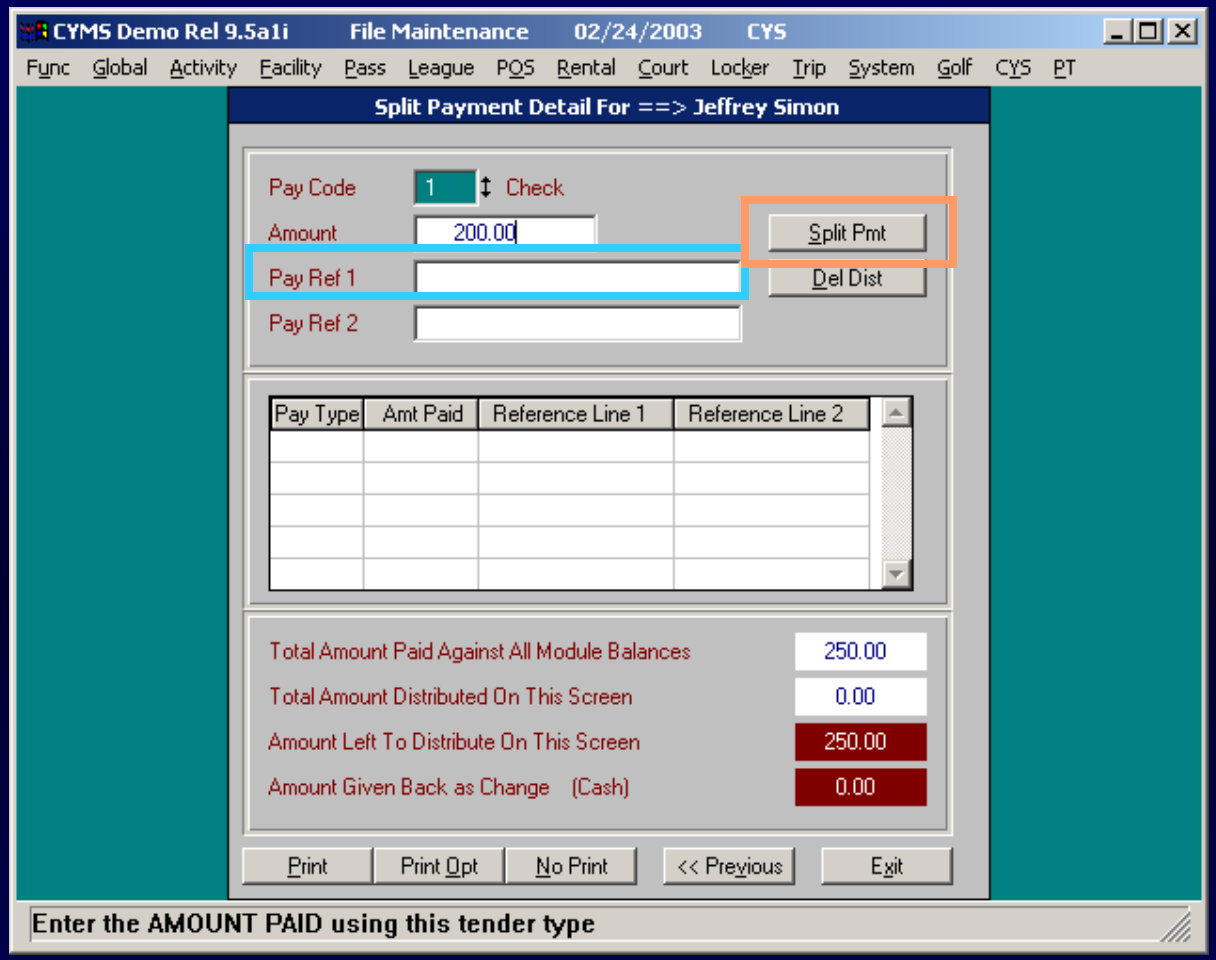
Then click Split Payment

Payments - Split Payments

Right click for the proper **Pay Code** (say check)

Type in the amount **($200)**

Make a **Pay Reference**

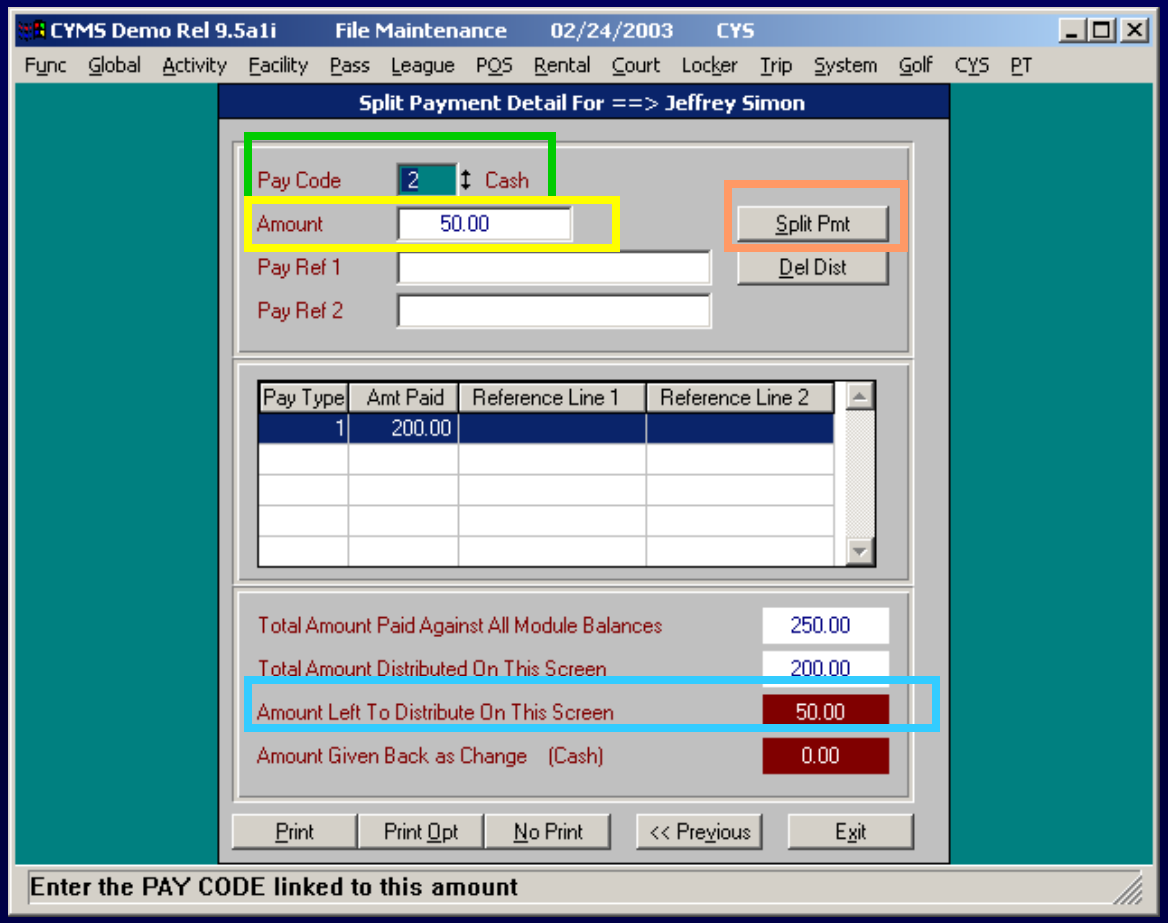


Then Click Split Payment – the $200 will move down to the browser

In our example, the customer is paying $200 with check and $50 in cash.

Payments - Split Payments

Right click for the next Pay Code, (cash) and verify the amount ($50)

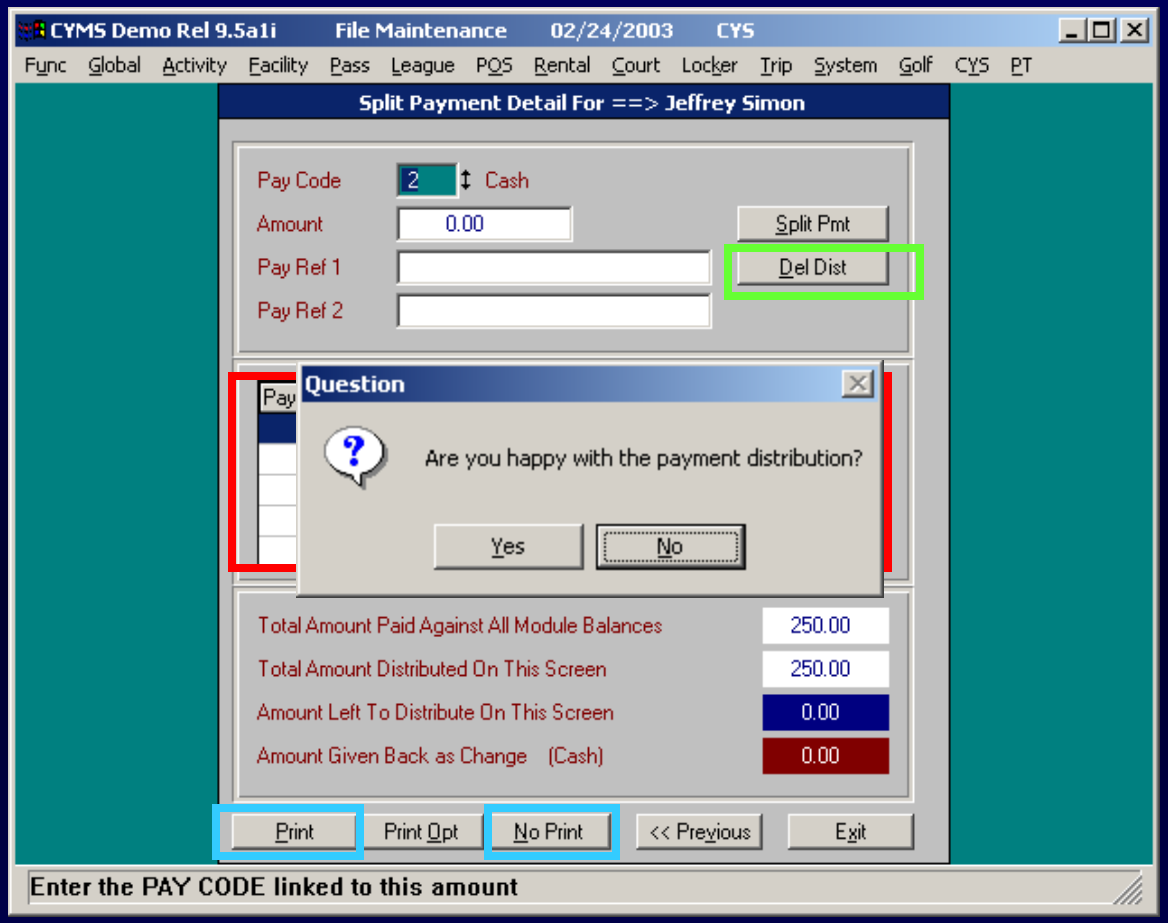


Then click Split Pmt --the $50 will move down to the browser

Notice the Amount Left To Distribute is $50.
This has to be $0 before you can
Print or No Print to finish the transaction

Payments - Split Payments

If OK, click Print or No Print to finish



And Yes to Continue

If one or more of your distributions is wrong, highlight it and click Del Dist

Payments - Split Payments

If the household paid exactly what they owe or more you are done ! ! !

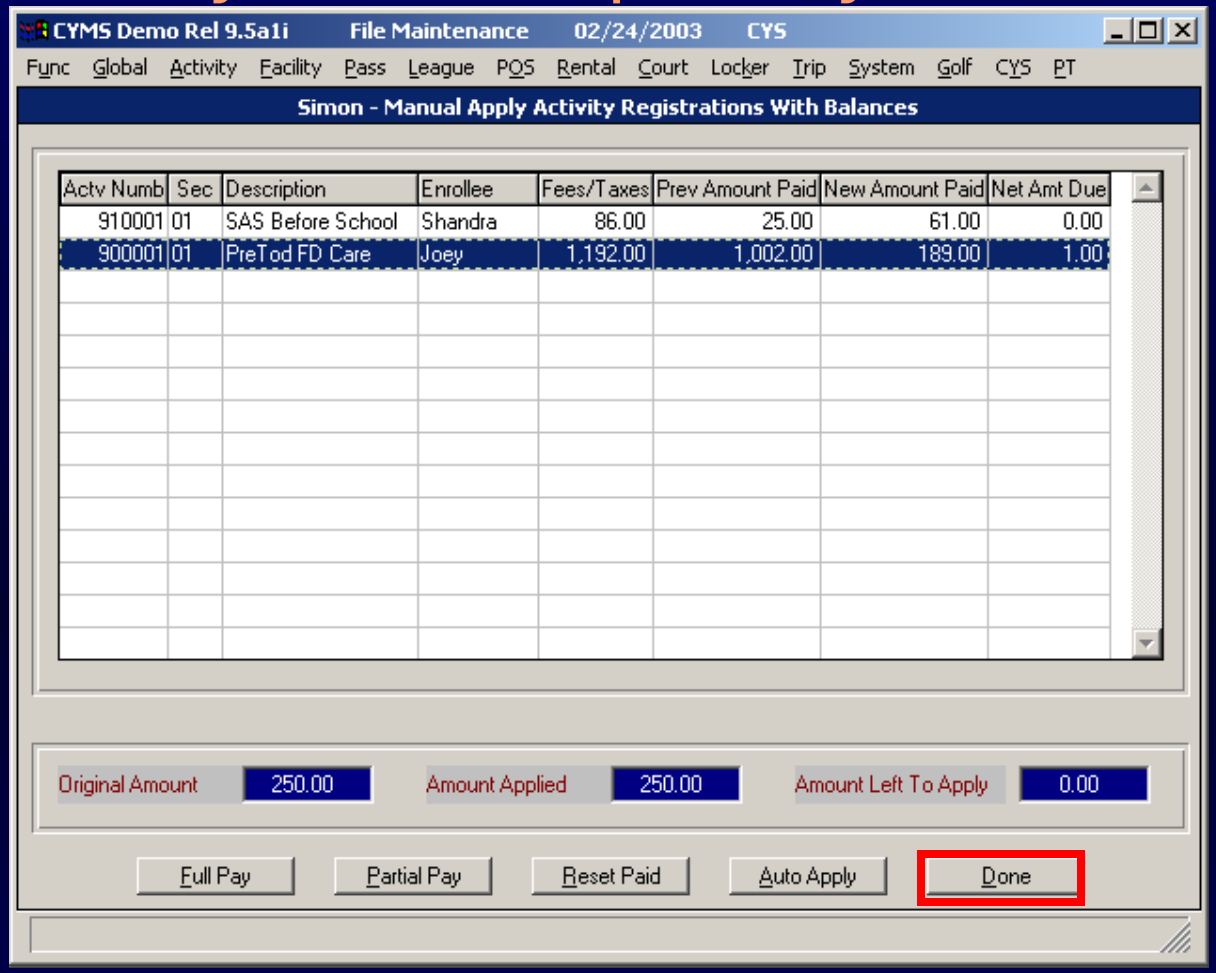
However, if the household paid less than their balance you will proceed to the

Manual Apply Screen

(which we reviewed in detail back in the Under-Payment section of this tutorial)

Payments - Split Payments

To pay the remaining $189 against the $190 CDC balance, highlight the CDC class and click Full Pay


CYMS Demo Rel 9.5a1i
File Maintenance
02/24/2003
CYS
Func Global Activity Facility Pass League POS Rental Court Locker Trip System Golf CYS PT
Simon - Manual Apply Activity Registrations With Balances
Actv Numb | Sec | Description | Enrollee | Fees/Taxes | Prev Amount Paid | New Amount Paid | Net Amt Due
910001 | 01 | SAS Before School | Shandra | 86.00 | 25.00 | 61.00 | 0.00
900001 | 01 | PreTod FD Care | Joey | 1,192.00 | 1,002.00 | 189.00 | 1.00
Original Amount 250.00
Amount Applied 250.00
Amount Left To Apply 0.00
Full Pay
Partial Pay
Reset Paid
Auto Apply
Done

Notice: You still have $189 left to apply

Then Click Done

To pay off all the $61.00 SAS balance, highlight the SAS class and click Full Pay

Split Payments - Key Points

1. Split Payments can be made with an unlimited number of payment types

2. You cannot leave the Split Payment screen until the Amount Left to Distribute is $0

3. A Split Payment can be made on any payment screen in CYMS.

Payment Reversals

Payment Reversals are generally used to correct payment mistakes.

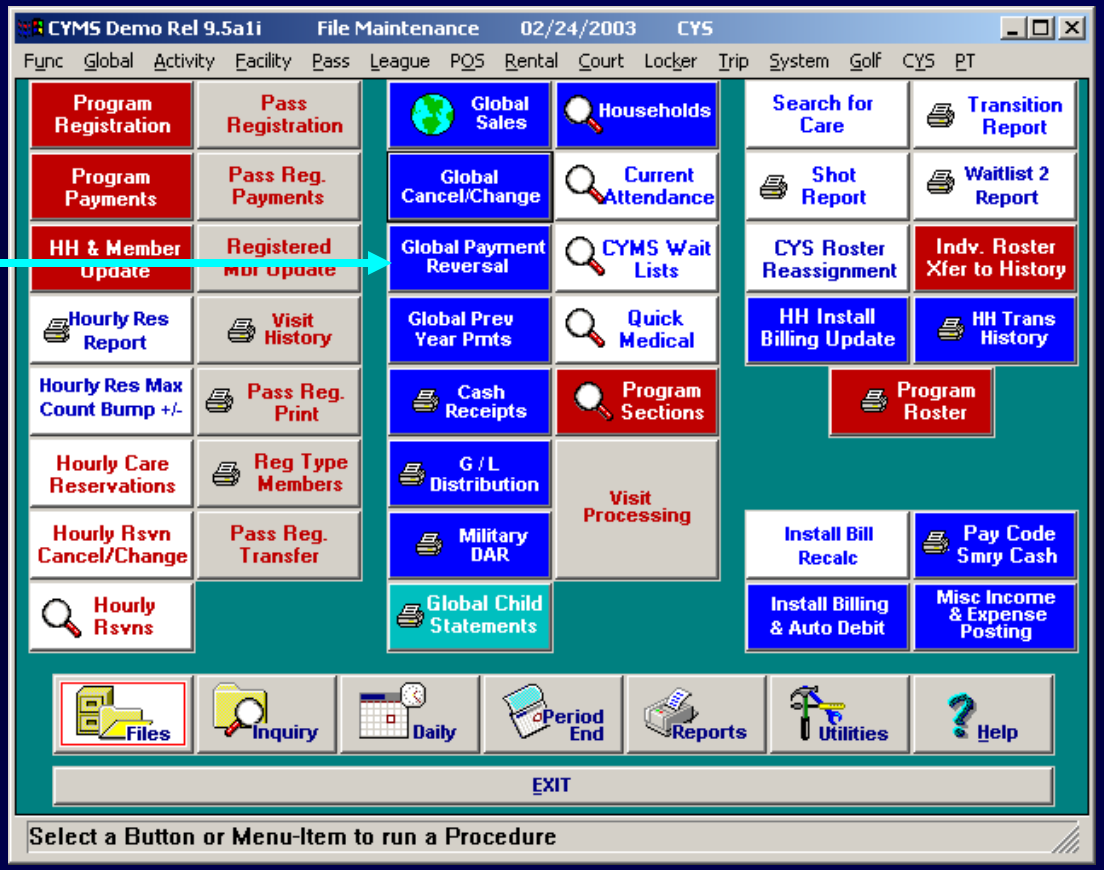
Example 1: A customer pays $50 in cash

but . . .

the clerk puts it into the system as a

$50 check.

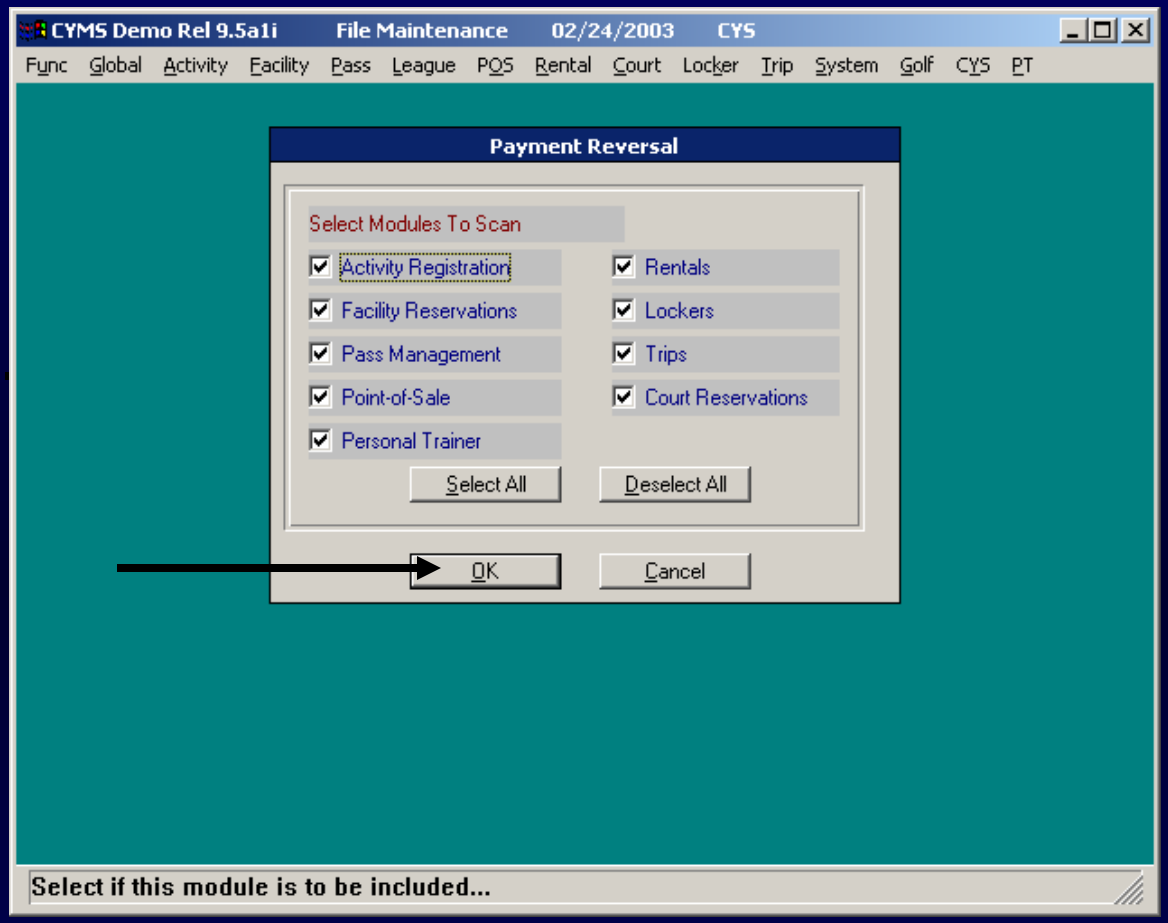
Payment Reversals



Click Global Payment Reversal

Payment Reversals

Then click OK



Lookup the household . .

.

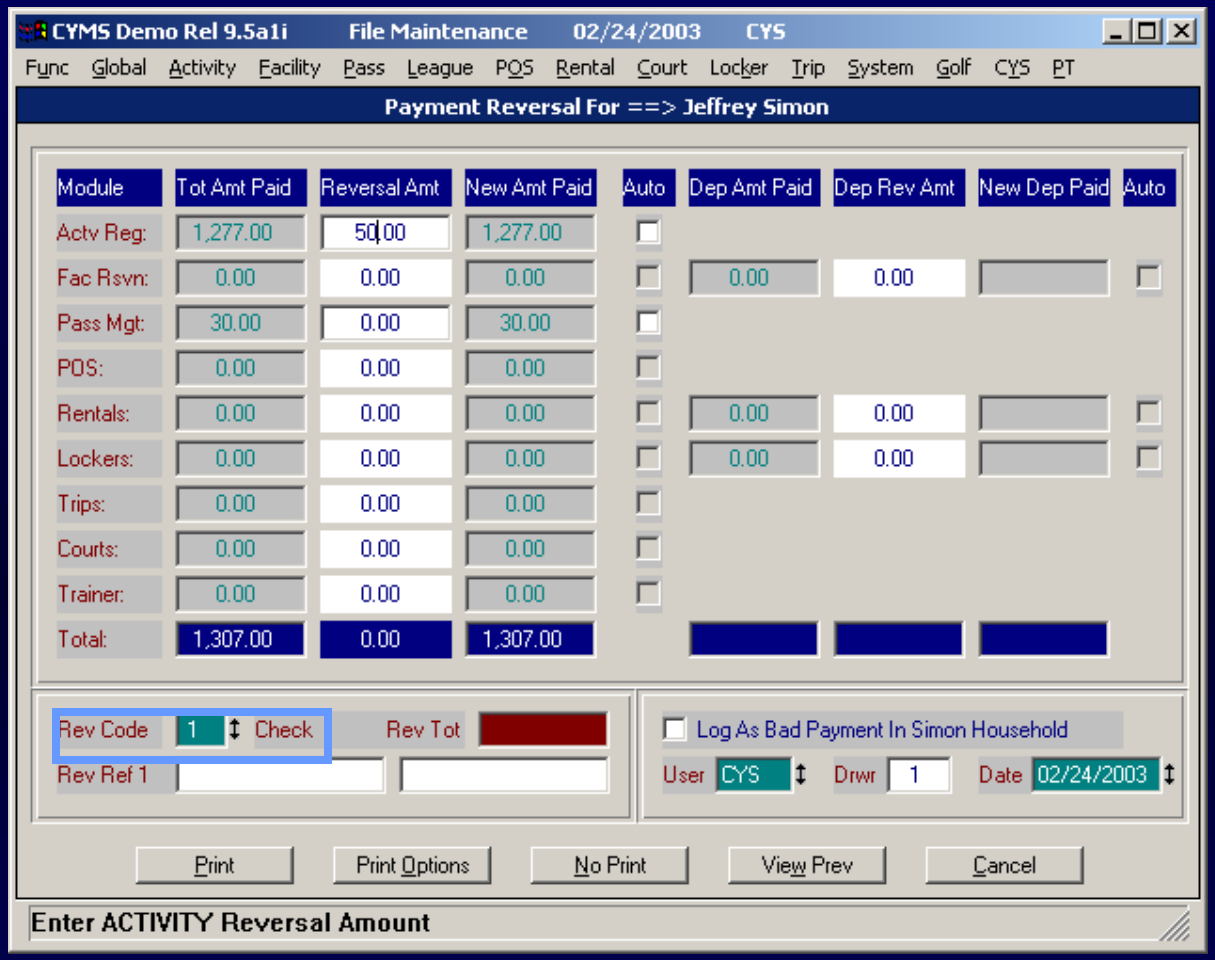
. . .and select it!

Payment Reversals

Right click the Rev Code

and select

how you wish to reverse this transaction


CYMS Demo Rel 9.5a1i File Maintenance 02/24/2003 CYS
Func Global Activity Facility Pass League POS Rental Court Locker Trip System Golf CYS PT
Payment Reversal For ==> Jeffrey Simon
Module Tot Amt Paid Reversal Amt New Amt Paid Auto Dep Amt Paid Dep Rev Amt New Dep Paid Auto
Actv Reg: 1,277.00 50.00 1,277.00
Fac Rsvn: 0.00 0.00 0.00 0.00 0.00
Pass Mgt: 30.00 0.00 30.00
POS: 0.00 0.00 0.00
Rentals: 0.00 0.00 0.00 0.00 0.00
Lockers: 0.00 0.00 0.00 0.00 0.00
Trips: 0.00 0.00 0.00
Courts: 0.00 0.00 0.00
Trainer: 0.00 0.00 0.00
Total: 1,307.00 0.00 1,307.00
Rev Code 1 Check
Rev Tot
Rev Ref 1
Log As Bad Payment In Simon Household
User CYS Drwr 1 Date 02/24/2003
Print
Print Options
No Print
View Prev
Cancel
Enter ACTIVITY Reversal Amount

Type 50.00 in the Reversal Amount field across from the Activity row

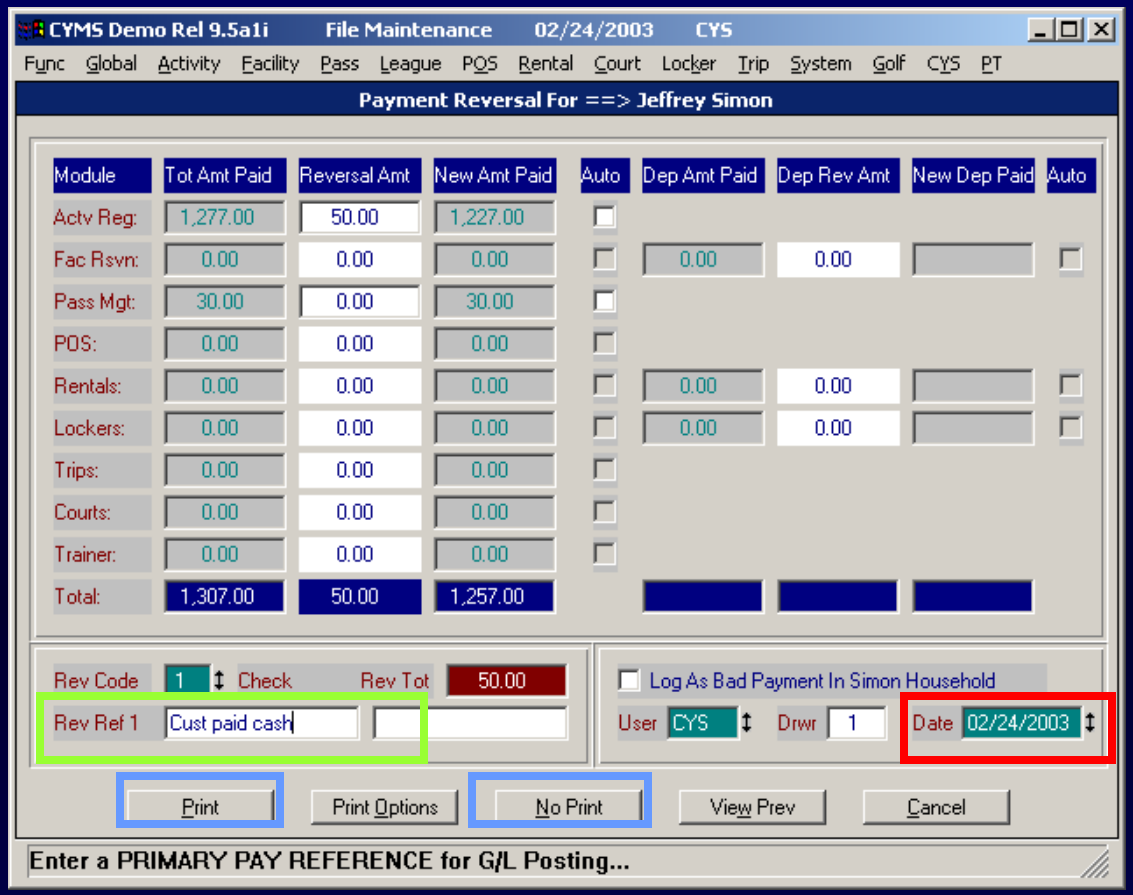
In our example, the customer paid cash and the clerk put it into the system as a check.

So, we need to reverse out the check.

Payment Reversals

Make a Reversal Reference

Click Print or No Print to finish


CYMS Demo Rel 9.5a1i File Maintenance 02/24/2003 CYS
Func Global Activity Facility Pass League POS Rental Court Locker Trip System Golf CYS PT
Payment Reversal For ==> Jeffrey Simon
Module | Tot Amt Paid | Reversal Amt | New Amt Paid | Auto | Dep Amt Paid | Dep Rev Amt | New Dep Paid | Auto
Actv Reg: 1,277.00 50.00 1,227.00
Fac Rsvn: 0.00 0.00 0.00 0.00 0.00
Pass Mgt: 30.00 0.00 30.00
POS: 0.00 0.00 0.00
Rentals: 0.00 0.00 0.00 0.00 0.00
Lockers: 0.00 0.00 0.00 0.00 0.00
Trips: 0.00 0.00 0.00
Courts: 0.00 0.00 0.00
Trainer: 0.00 0.00 0.00
Total: 1,307.00 50.00 1,257.00
Rev Code 1 Check Rev Tot 50.00
Rev Ref 1 Cust paid cash
Log As Bad Payment In Simon Household
User CYS Drwr 1 Date 02/24/2003
Print
Print Options
No Print
View Prev
Cancel
Enter a PRIMARY PAY REFERENCE for G/L Posting...

Don't forget to go back and make the correct payment in Global Sales ! ! !

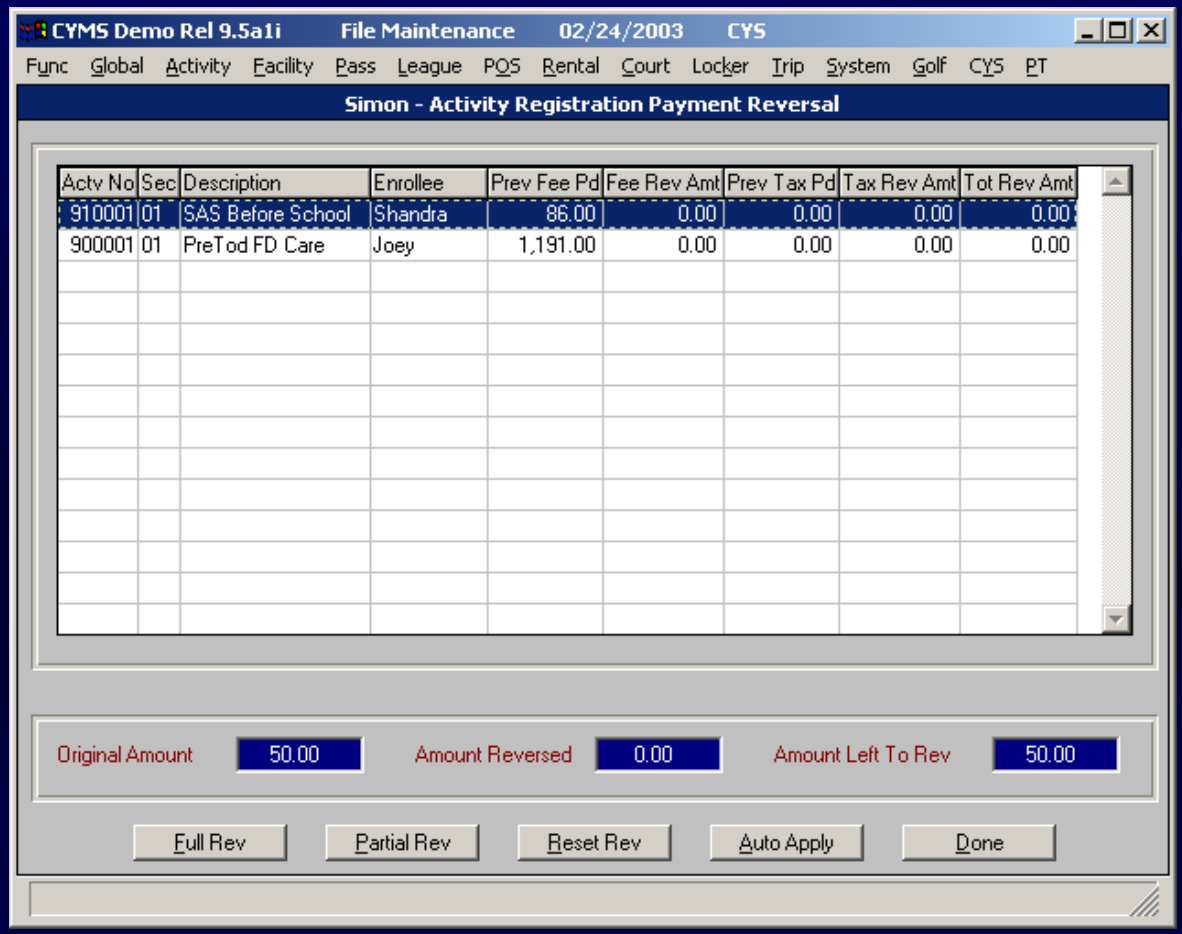
If fixing a problem from a prior day, change the date here . . . otherwise, leave it as is.

Payment Reversals

The Good News is this screen works exactly like the

Manual Apply Payment Screen

you have already seen and worked with !


CYMS Demo Rel 9.5a1i
File Maintenance
02/24/2003
CYS
Func Global Activity Facility Pass League POS Rental Court Locker Trip System Golf CYS PT
Simon - Activity Registration Payment Reversal
Actv No Sec Description Enrollee Prev Fee Pd Fee Rev Amt Prev Tax Pd Tax Rev Amt Tot Rev Amt
910001 01 SAS Before School Shandra 86.00 0.00 0.00 0.00 0.00
900001 01 PreTod FD Care Joey 1,191.00 0.00 0.00 0.00 0.00
Original Amount 50.00
Amount Reversed 0.00
Amount Left To Rev 50.00
Full Rev
Partial Rev
Reset Rev
Auto Apply
Done

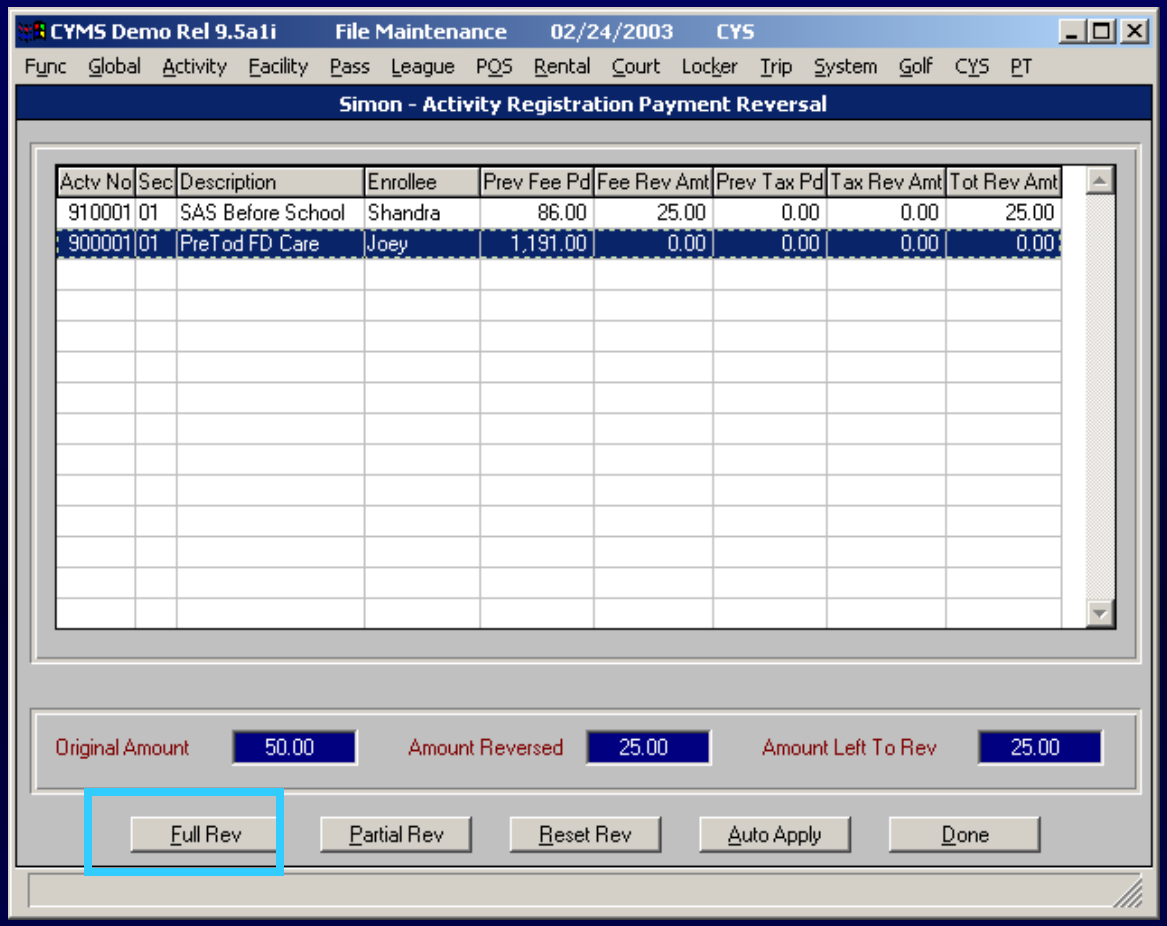
If reversing less than what was paid in, you will come to a

Manual Payment Reversal Screen

Payment Reversals

To reverse the rest off the CDC class, highlight it

and click Full Rev


CYMS Demo Rel 9.5a1i
File Maintenance
02/24/2003
CYS
Func Global Activity Facility Pass League POS Rental Court Locker Trip System Golf CYS PT
Simon - Activity Registration Payment Reversal
Actv No | Sec | Description | Enrollee | Prev Fee Pd | Fee Rev Amt | Prev Tax Pd | Tax Rev Amt | Tot Rev Amt
910001 | 01 | SAS Before School | Shandra | 86.00 | 25.00 | 0.00 | 0.00 | 25.00
900001 | 01 | PreTod FD Care | Joey | 1,191.00 | 0.00 | 0.00 | 0.00 | 0.00
Original Amount 50.00
Amount Reversed 25.00
Amount Left To Rev 25.00
Full Rev
Partial Rev
Reset Rev
Auto Apply
Done

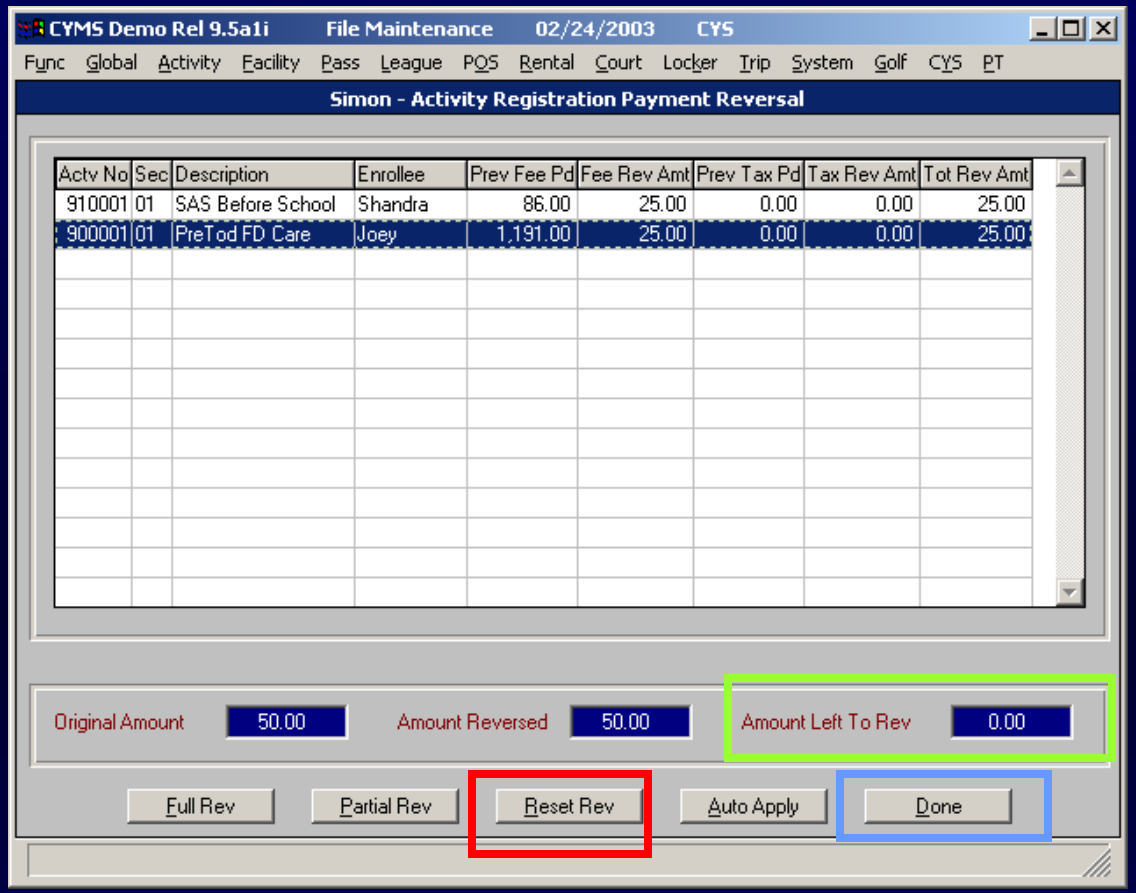
Type $25 in the

Fee Rev Amount field

Click Done

To reverse $25 from the SAS class, highlight it and click Partial Rev

Payment Reversals


CYMS Demo Rel 9.5a1i File Maintenance 02/24/2003 CYS
Func Global Activity Facility Pass League POS Rental Court Locker Trip System Golf CYS PT
Simon - Activity Registration Payment Reversal
Actv No Sec Description Enrollee Prev Fee Pd Fee Rev Amt Prev Tax Pd Tax Rev Amt Tot Rev Amt
910001 01 SAS Before School Shandra 86.00 25.00 0.00 0.00 25.00
900001 01 PreTod FD Care Joey 1,191.00 25.00 0.00 0.00 25.00
Original Amount 50.00
Amount Reversed 50.00
Amount Left To Rev 0.00
Full Rev
Partial Rev
Reset Rev
Auto Apply
Done

Amount Left to Reverse is $0

If things look good, click Done.

If not, click Reset Rev and start over.

Payment Reversal - Key Points

1. Rule of Thumb: Reverse the payment the way it was taken into the system.

   Example: If the customer paid cash and you put in the system as a check, reverse it out as a check . . . THEN . . . remake the payment the correct way.

2. Before reversing a payment, it's a good idea to run a Transaction History Status Report

   It shows exactly how the clerk took the payment and whether they have already tried to 'fix' it.

   PATH: Reports – Global – Financial -- Transaction History Status

Payment Questions & Answers #1

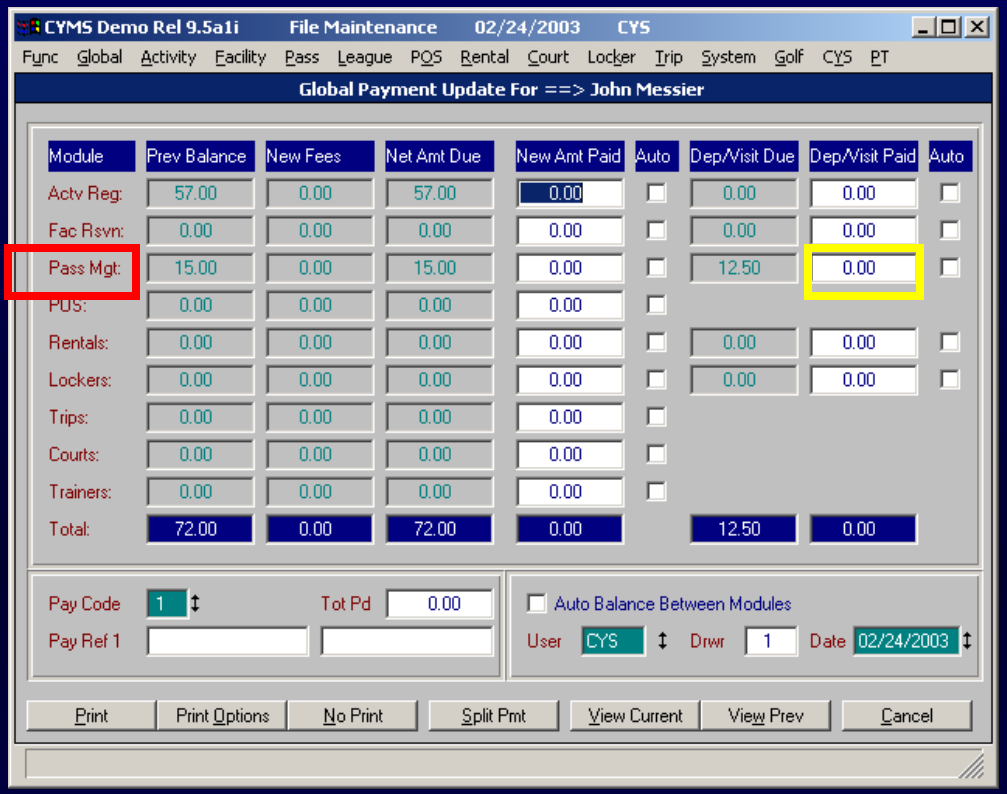
Q1: How do I:

Pre-pay for Hourly Care

Or

Pay a prior Late Pickup or Hourly balance

Payment Questions & Answers #1


CYMS Demo Rel 9.5a1i File Maintenance 02/24/2003 CYS
Func Global Activity Facility Pass League POS Rental Court Locker Trip System Golf CYS PT
Global Payment Update For ==> John Messier
Module Prev Balance New Fees Net Amt Due New Amt Paid Auto Dep/Visit Due Dep/Visit Paid Auto
Actv Reg: 57.00 0.00 57.00 0.00 0.00 0.00
Fac Rsvn: 0.00 0.00 0.00 0.00 0.00 0.00
Pass Mgt: 15.00 0.00 15.00 0.00 12.50 0.00
POS: 0.00 0.00 0.00 0.00
Rentals: 0.00 0.00 0.00 0.00 0.00 0.00
Lockers: 0.00 0.00 0.00 0.00 0.00 0.00
Trips: 0.00 0.00 0.00 0.00
Courts: 0.00 0.00 0.00 0.00
Trainers: 0.00 0.00 0.00 0.00
Total: 72.00 0.00 72.00 0.00 12.50 0.00
Pay Code 1 Tot Pd 0.00
Pay Ref 1
Auto Balance Between Modules
User CYS Drwr 1 Date 02/24/2003
Print Print Options No Print Split Pmt View Current View Prev Cancel

A1: On the Global Sales Payment Screen, hourly pre-payments can be made in the Dep/Vst column across from the Pass Management row

Payment Questions & Answers #2

Q2: I posted a check payment in the system, but the customer gave me cash.

Then, when I did the reversal, I reversed the transaction out as cash.

Now I'm lost! Help . . . .

Payment Questions & Answers #2

A2: First, print a Transaction History Status Report and verify what you did.

Second, to undo the first reversal (where you reversed out cash instead of check), you need to make a Cash Payment in Global Sales against the household

Third, to fix the original problem (posting check instead of cash), do a Payment Reversal and back out the transaction as a Check

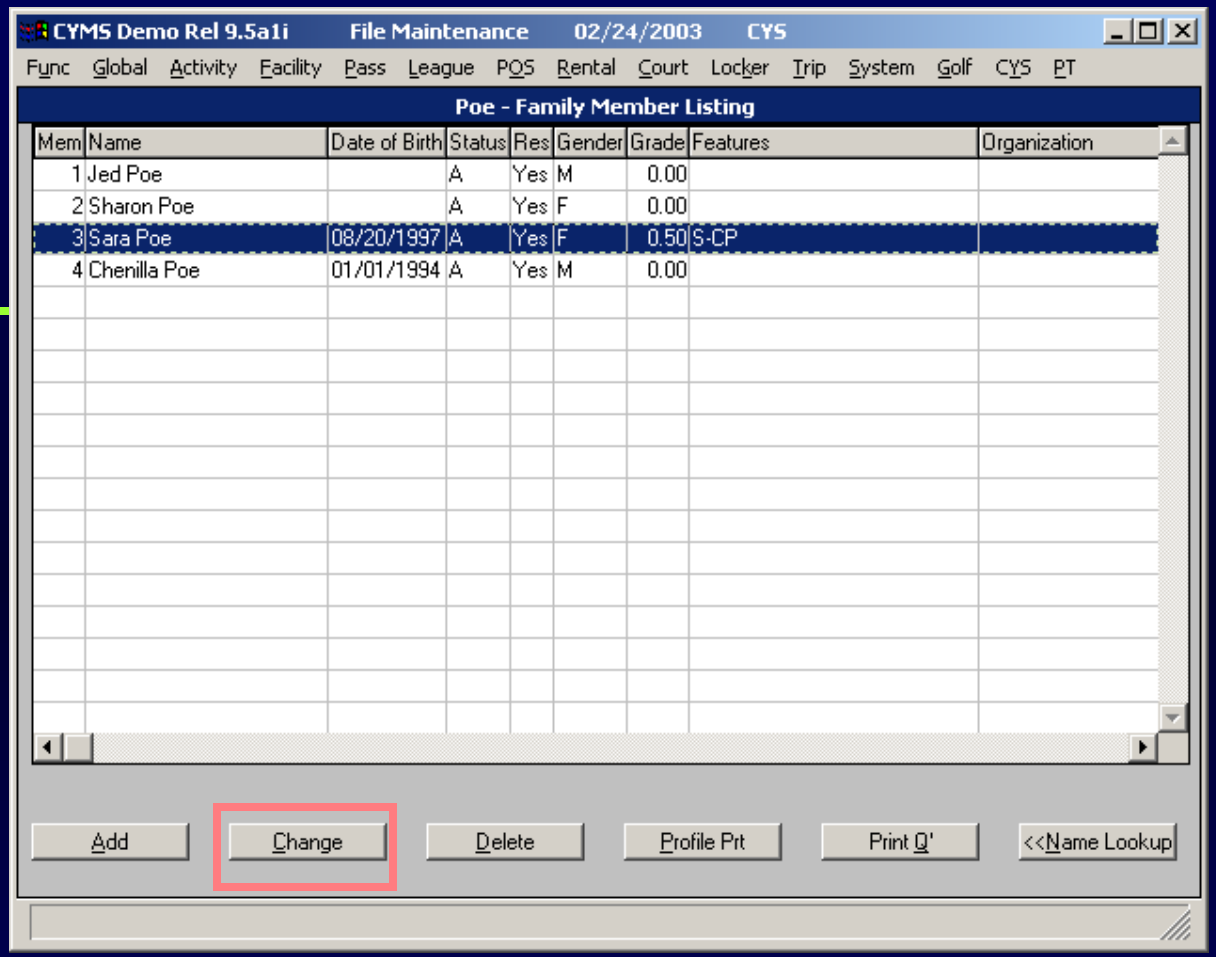
Fourth, make the correct payment (Cash Payment) using Global Sales

Payment Questions & Answers #3

Q3: How do I log that a household used 1 week of their vacation credit

Note: This example assumes you have already made a Vacation Credit Payment in Global Sales for the Household

Payment Questions & Answers #3


CYMS Demo Rel 9.5a1i
File Maintenance
02/24/2003
CYS
Func Global Activity Facility Pass League POS Rental Court Locker Trip System Golf CYS PT
Poe - Family Member Listing
Mem Name Date of Birth Status Res Gender Grade Features Organization
1 Jed Poe A Yes M 0.00
2 Sharon Poe A Yes F 0.00
3 Sara Poe 08/20/1997 A Yes F 0.50 S-CP
4 Chenilla Poe 01/01/1994 A Yes M 0.00
Add
Change
Delete
Profile Prt
Print Q'
<<Name Lookup

Highlight the family member who used the Vacation Credit

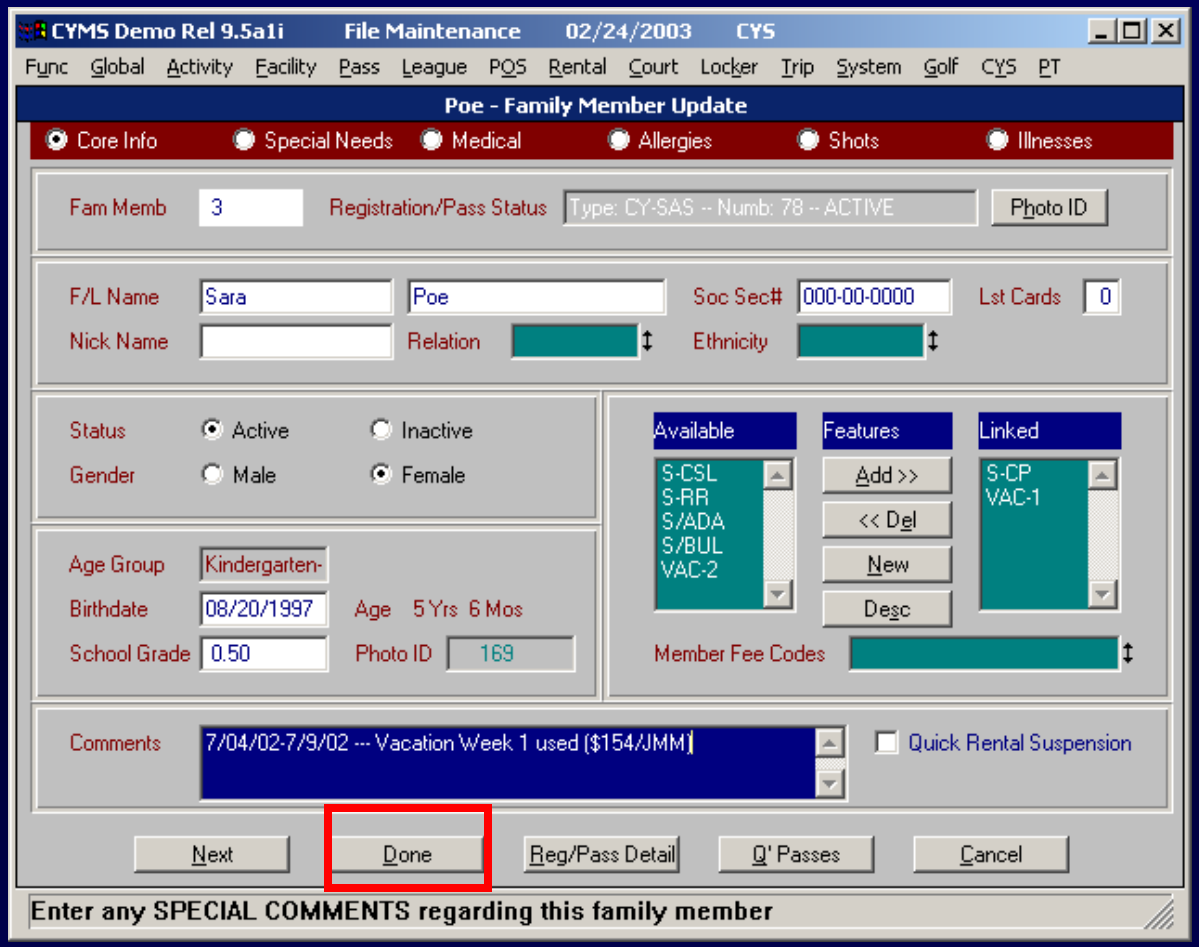
and

click Change

A3: Click HH Member Update, find the household, select it and click Done.

Payment Questions & Answers #3

Then add a Comment to track which week they used and any other notes



Then click Done to save

Highlight the Vacation Week 1 code and click Add